



# SkyGW-404

User Manual

V1.0

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# Introduction

Nowadays Skype™ has been a popular IM for voice/chat application and has been a big community worldwide. However, Skype scares enterprises for its strict security. In order to prevent employee sending out confidential information easily, many companies prohibit Skype usage in office. With the increasing Skype user base and possible huge phone bill reduction, many companies would like to have Skype applications, but still worry about security issues. SkyGW-404, a four port Skype gateway product can help enterprise solve the dilemma.

After connecting SkyGW-404 with company's existing PBX, employees can make/receive Skype calls through user's extension. In addition to 4 FXS ports support for Skype, there are 4 FXO ports in SkyGW-404 for you to have the PSTN line when the corresponding port is not occupied by a Skype call. Employees don't need to install Skype in personal PC to increase MIS's burdens and security concerns. Through Skype's click to call function, 0800 customer service call can be replaced by a free Skype call. Enterprise can benefit cheaper communication fee and even better communication platform for B2B through the new office telephone platform.

Furthermore SkyGW-404 provides a very simple way to contact colleagues. Usually you can call colleague's office extension number first and then call his/her mobile number if he/she is not in office. With SkyGW-404 Cheese button function, you call colleague's extension number with prefix “\*” key and press “#” key all the way until you find him. You don't need to memorize any phone numbers. User preset a contact table with contact's reachable phone numbers. There are two kinds of contact tables, namely, Public and Private Contact Table. Employees can maintain own Private contact table through web style updates without MIS's help.

In addition, SkyGW-404 has flexible Skype call management and statistics. MIS can manage SkyGW-404 remotely. SkyGW-404 also sends out immediate SMS alert to MIS if any failure happens.

Thanks for choosing this innovative and user friendly SkyGW-404 product. Administrator to close all other applications before continuing to install SkyGW4 as below:

# 1. Configure Skype Option

After Skype accounts are logged in, please adjust below options for each Skype account for better operation.

## 1.1 Allow Anyone Call In/Chat

If user wants to let any Skype user call SkyGW4, user must adjust Skype settings as following steps:

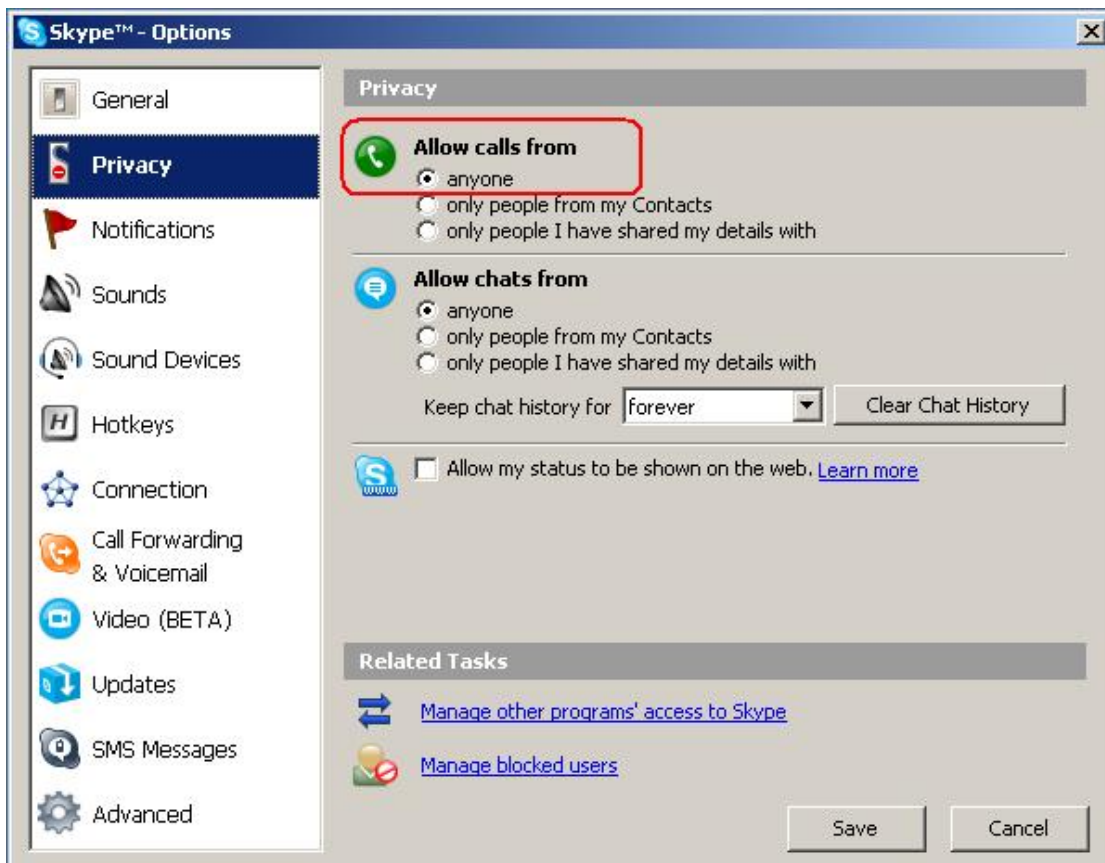
Step 1. Select **“Tools”** tab from Skype main window.

Step 2. Select **“Options”**.

Step 3. Select **“Privacy”**.

Step 4. Check anyone box of **“Allow calls from”**.

Step 5. Check anyone box of **“Allow chats from”**.



Click **“Save”** button to save configuration.

## 1.2 Set Skype Always Online

By default, Skype status will show as “Away” when you are inactive for 5 minutes, and shows as “Not Available” when you are inactive for 20 minutes. Please set both values to “0” minutes to show the Skype status as always “online” by following steps.

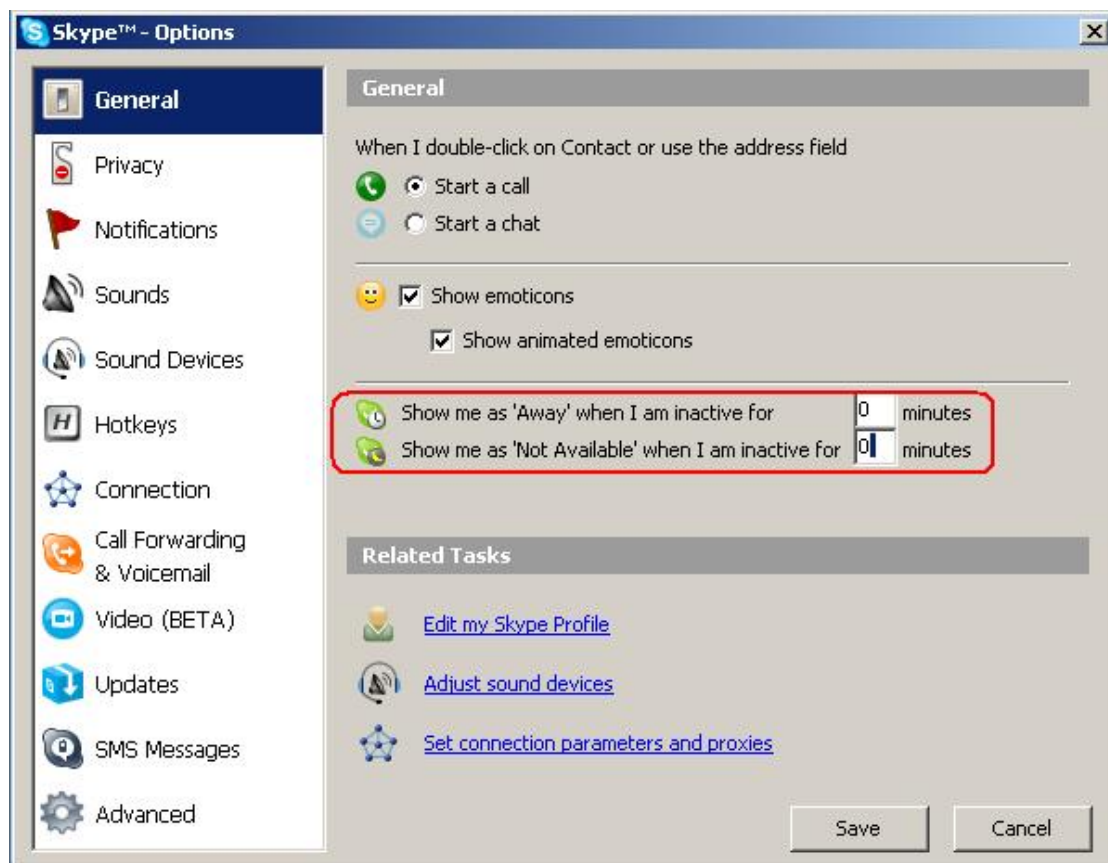
Step 1. Select “**Tools**” tab from Skype main window.

Step 2. Select “**Options**”.

Step 3. Select “**General**”.

Step 4. Fill 0 for “Show me as “Away” when I am inactive for \_ minutes”

Step 5. Fill 0 for “Show me as “Not Available” when I am inactive for \_ minutes”



Click “**Save**” button to save configuration.

## 1.3 Disable Skype Sounds

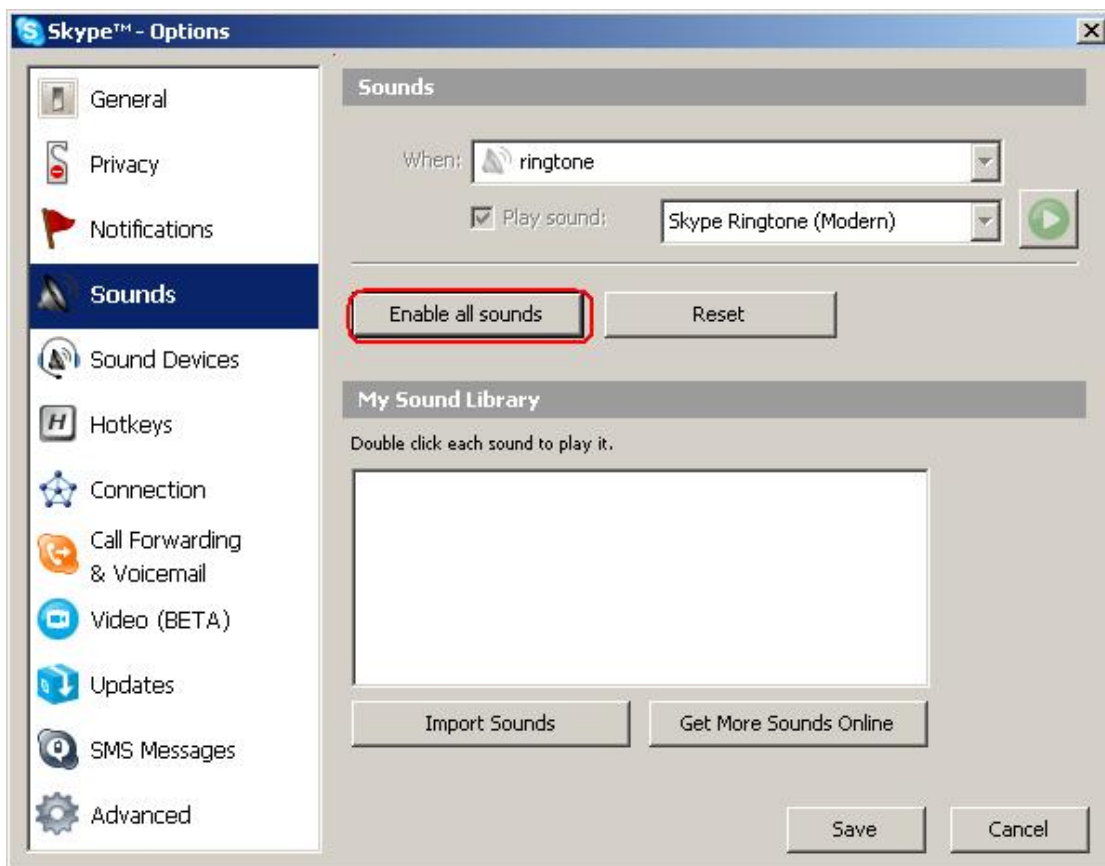
SkyGW4 needs to disable Skype generated sounds to avoid in-progress Skype calls to hear other incoming Skype call prompt. Please disable Skype sounds as following step.

Step1. Select “**Tools**” tab from Skype main window.

Step2. Select “**Options**”.

Step3. Select “**Sounds**”.

Step4. Click “**Mute All Sounds**” button.



Click “**Save**” button to save configuration.

# 1.4 Disable Skype Video

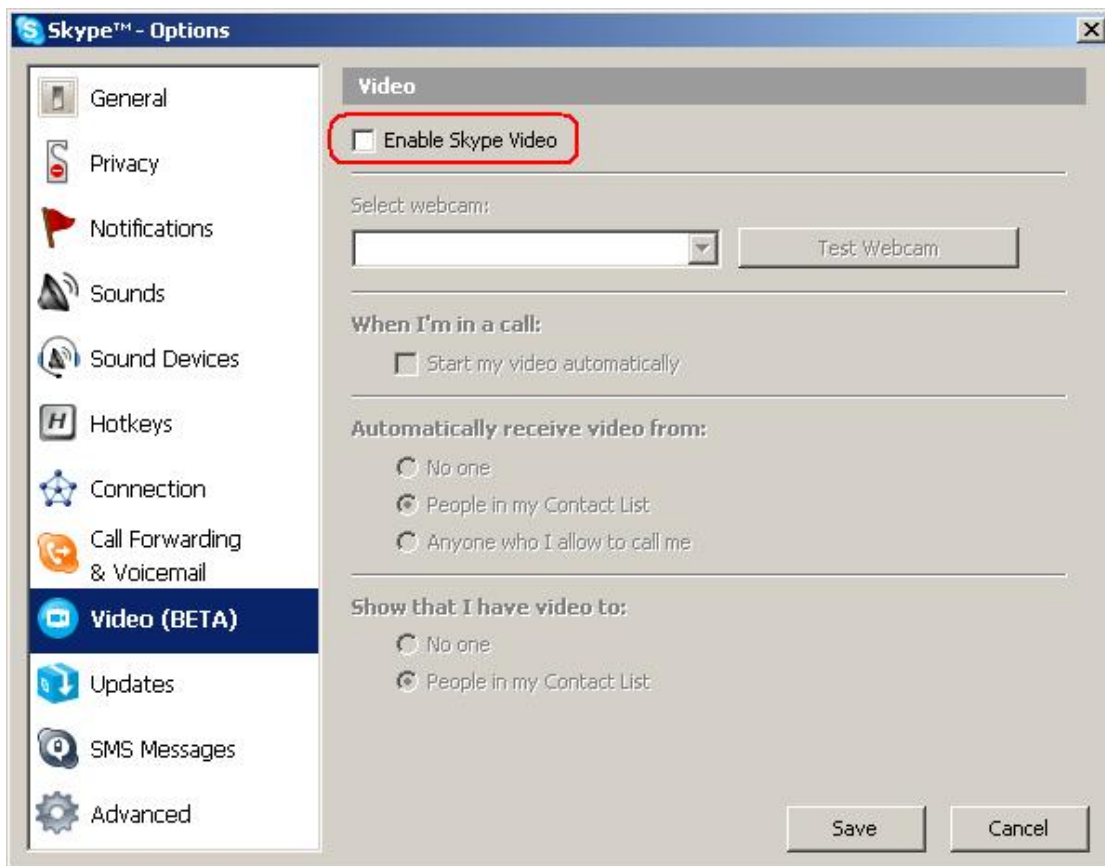
User can disable Skype video function to avoid consuming internet bandwidth and SkyGW4 server PC resource. Please disable Skype Video support as following steps.

Step 1. Select “**Tools**” tab from Skype main window.

Step 2. Select “**Options**”.

Step 3. Select “**Video**”.

Step 4. Disable “**Enable Skype Video**”.



Click “**Save**” button to save configuration.



## 2. SkyGW4 Setting

There are three options (**Option**, **About** and **Exit**) when user clicks SkyGW4 system tray icon at the right-bottom corner of Windows desktop.

**Option:** Basic settings of SkyGW4.

**About:** Show the version of SkyGW4 software.

**Exit:** Close SkyGW4 AP, logout sub Skype and Win XP user accounts (SkyGW4\_1, SkyGW4\_2, and SkyGW\_3).

### Option

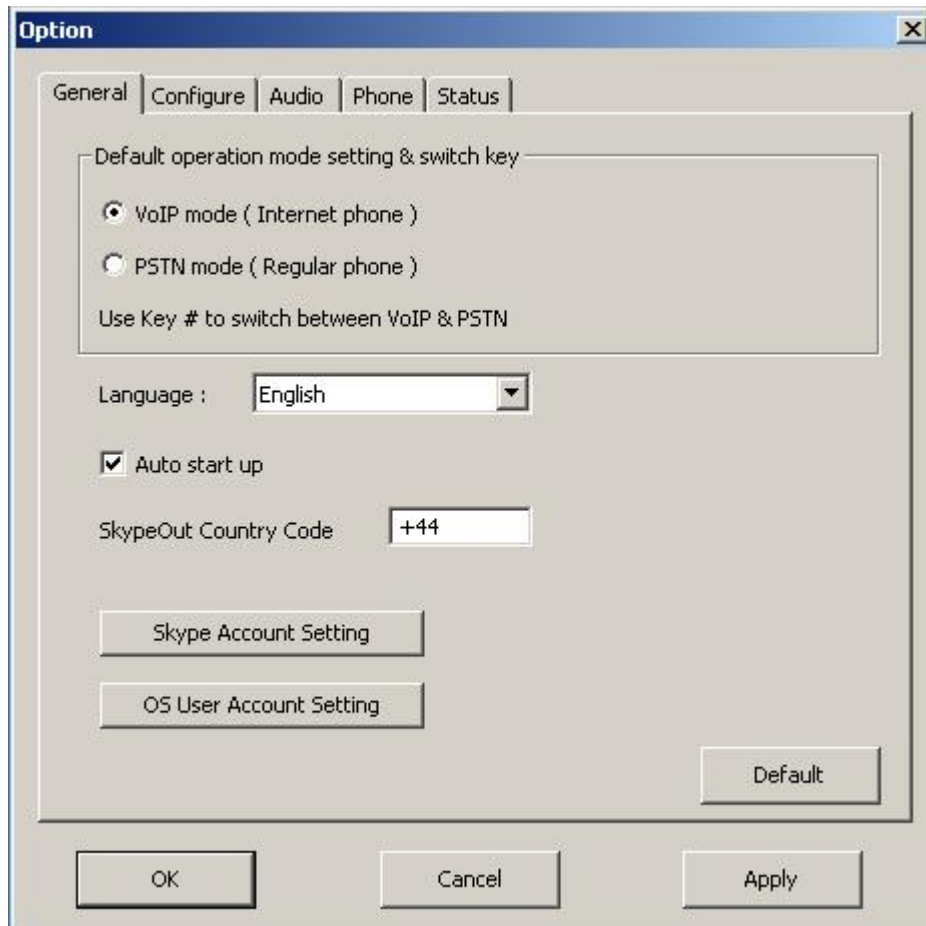
The Option includes the settings most commonly selected by users. When user clicks the “**OK**” button at the bottom of Option dialogue after making a new setting, the new setting will be activated and Option dialogue closes immediately. If user clicks the “**Apply**” button at the bottom of Option dialogue after making a new setting, the new setting will be activated immediately and user can continue to make more changes if necessary. User chooses both “**OK**” or “**Apply**” button, the new setting will be saved and user has the updated setting when user launches SkyGW4 again. User can use “**Cancel**” button to cancel the changes and Option dialogue closes immediately. Besides, user can click “**Default**” button to refresh settings to default settings in every pages.

**There are following five pages :**

- 1. General Setting Page**
- 2. Connection Setting Page**
- 3. Audio Setting Page**
- 4. Phone Setting Page**
- 5. Status Setting Page**

## 2.1 General Setting Page

This option dialogue provides the basic operation settings, including Default operation mode setting & switch key, Language, Auto start up, SkypeOut country code selection, Skype Account Setting and OS User Account Setting as the below figure.



### 1. Default operation mode setting & switch key:

SkyGW4 supports either VoIP or PSTN default operation mode. There are different dial tones for Skype and PSTN modes.

#### 1. When user selects VoIP as the default operation mode:

- A. Pick up an extension phone and press PBX trunk number key such as “9” from phone keypad. For example, press “0” key to hunt an available PSTN lines and press “9” to hunt an available VoIP line.
- B. Then user can dial a Skype call directly. For PSTN call, user needs to dial “#” key first and then hears a PSTN dial tone. Make a PSTN call as user did in the past.

#### 2. When user selects PSTN as the default operation mode:

A. Pick up an extension and press “0” key from phone keypad. For example, press “0” key to hunt an available PSTN line and press “9” to hunt an available VoIP line.

B. Then user can dial a PSTN number directly. For Skype call, user needs to dial “#” key first and then hears a Skype dial tone. Then make a Skype call.

Default setting is VoIP mode

**2. Language:** Three languages are supported: English, Simplified Chinese, and Traditional Chinese. If user installs SkyGW4 in the operation system whose language is not in the supported languages list, then Language will be set to English automatically. The default language is determined by the "Select Setup Language" setting during SkyGW4 setup program is installing.

**3. Auto Start Up:** If this setting is enabled, SkyGW4 program will be automatically loaded and executed when the computer operating system is started. The default setting is enable

**4. SkypeOut Country Code:** Standard SkypeOut call number format is “00” or “+” key + country code + local PSTN/Mobile number. With user’s country code setting, user can omit 00 + country code when making a SkypeOut call and the destination is within user’s country.

## 2.1.1 Skype Account Setting

SkyGW4 software will ask user to fill in Skype accounts information during setup. However, user can follow below steps to change Skype account.

Step 1: Click “**Skype Account Setting**” button of General page in the GUI.

The 'Option' dialog box has tabs for General, Configure, Audio, Phone, and Status. The 'General' tab is active. It contains the following settings:

- Default operation mode setting & switch key:**
  - ☒ VoIP mode ( Internet phone )
  - ☐ PSTN mode ( Regular phone )
  - Use Key # to switch between VoIP & PSTN
- Language :** English (dropdown menu)
- ☒ Auto start up
- SkypeOut Country Code:** +44
- Buttons:** Skype Account Setting (highlighted with a red box), OS User Account Setting, and Default.

At the bottom are OK, Cancel, and Apply buttons.

Step 2: Choose how many Skype accounts user needs in addition to the existing Skype account in SkyGw4 server PC. The existing Skype account will be the corporate Skype account. For example, user needs three Skype lines for SkyGW4, then user can select “2” Skype Account.

The 'SkyGW4 - Skype Account' dialog box shows the following configuration:

- Skype Account:** 2 (dropdown menu, highlighted with a red box)
- Skype 1:**
  - Skype Name: voip-2222
  - Password: \*\*\*\*\*
- Skype 2:**
  - Skype Name: voip-3333
  - Password: \*\*\*\*\*
- Skype 3:**
  - Skype Name: voip-4444
  - Password: \*\*\*\*\*
- Buttons:** Apply and Cancel.

Step 3: Enter new Skype name or password- the maximum length allowed is 31 alphanumeric characters. Click **“Apply”** to save the changes.

Step 4: After the changes is saved, a warning message will come up to remind user to re-launch SkyGW4 software. Then click **“OK”**.



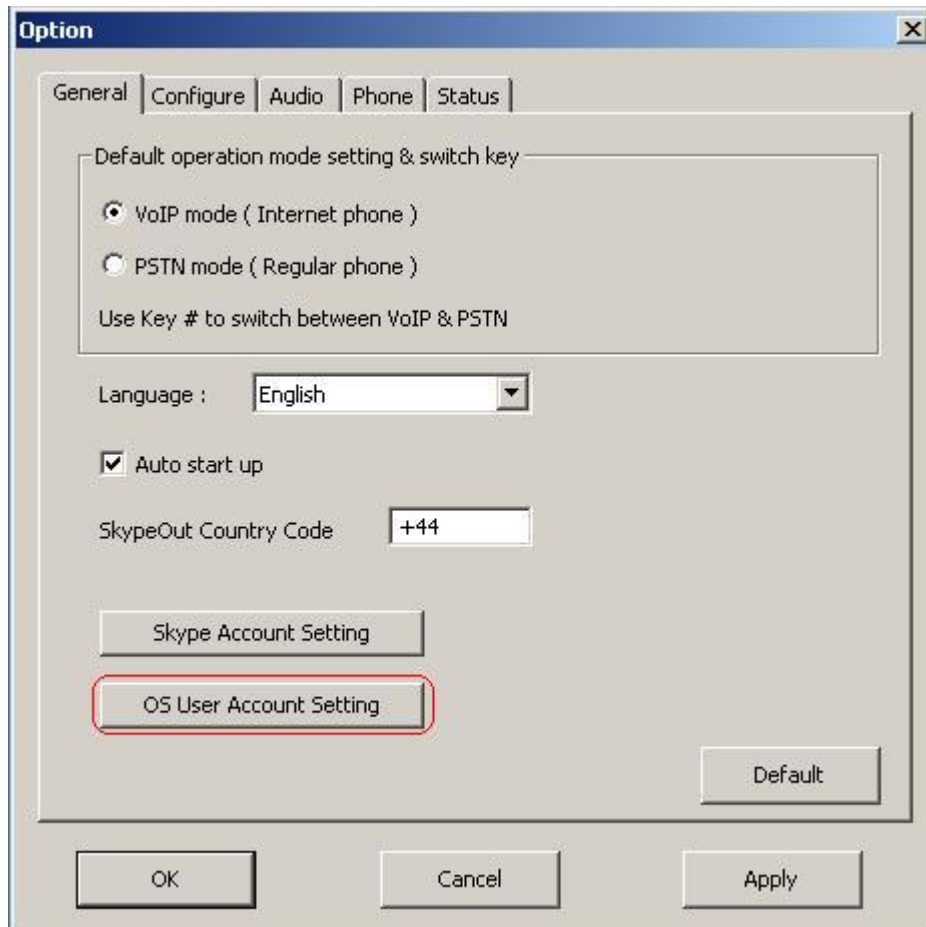
**【Tip】**Quick Skype login: After creating a Skype account, check the box of “Sign me in when Skype starts” to launch Skype immediately as below.



## 2.1.2 OS User Account Setting

After installed, SkyGW4 software will automatically create three Windows user accounts in SkyGW4 server PC: SkyGW4\_1, SkyGW4\_2, and SkyGW4\_3. There are default passwords admin. If user wants to change OS user account or password, please refer the following steps.

Step 1: Click “**OS User Account Setting**” button of General page in the GUI.



Step 2: Choose how many extra OS user accounts user needs. In order to have four Skype lines support from SkyGW4, user needs to add three OS User Accounts to match the Skype Account setting. It is recommended that user can create extra three OS User Accounts for future expansion.

Step 3: Enter new account name-the maximum length allowed is 32 alphanumeric characters. And enter the new password-the maximum length allowed is 31 alphanumeric characters. Click “**Apply**” to save the changes.

**SkyGW4 - OS User Account**

OS User Count: 3

Account 1

Account Name: SkyGW4\_1

Password: \*\*\*\*\*

Account 2

Account Name: SkyGW4\_2

Password: \*\*\*\*\*

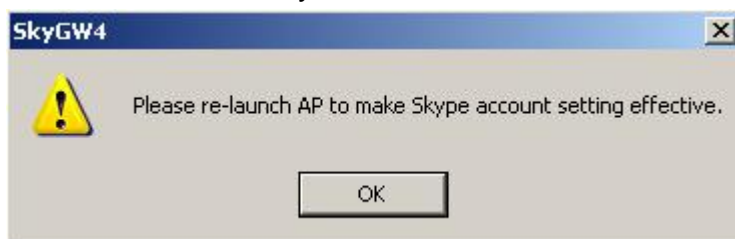
Account 3

Account Name: SkyGW4\_3

Password: \*\*\*\*\*

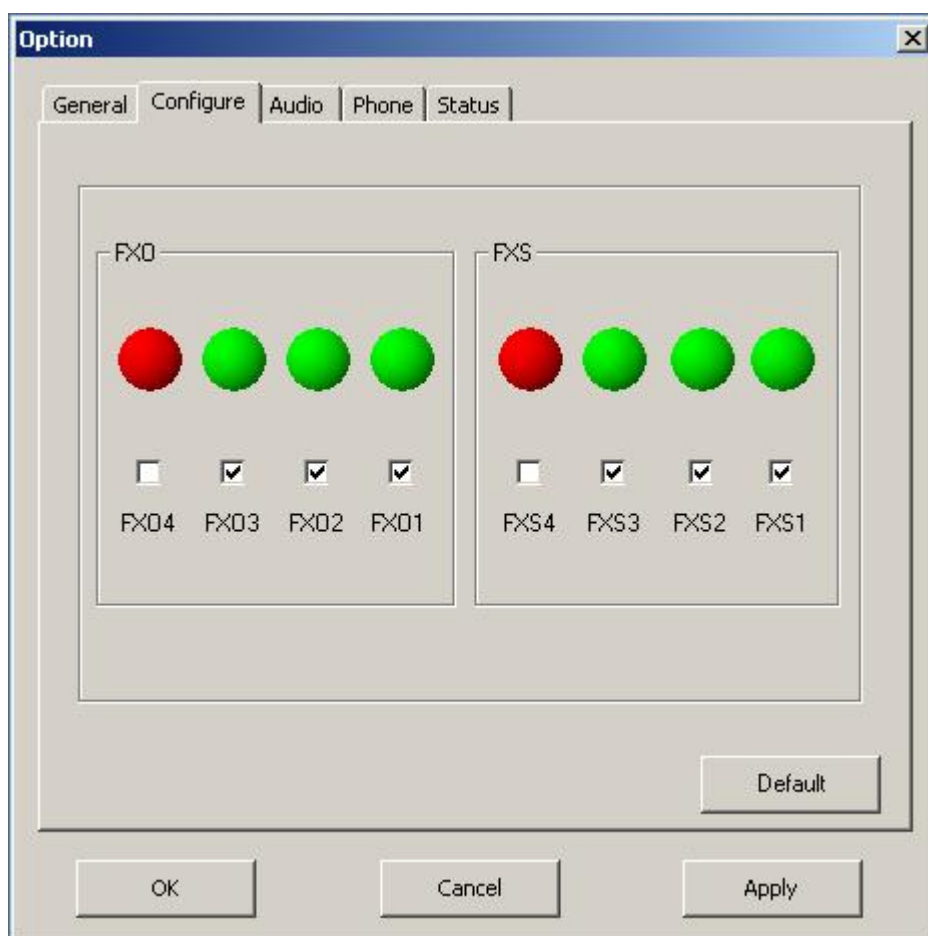
Apply Cancel

Step 4: After modification, a warning message will come up to remind user to re-launch SkyGW4 software. Then click “**OK**” to finish modification.



## 2.2 Configure Setting Page

User can configure SkyGW4 to enable or disable each FXS/FSO port. When user enables one FXO port, status LED of this port will be green. When this port is enabled, SkyGW4 will monitor whether the port has a real physical connection to CO side. However, the port doesn't work if user disables the port (red status LED) even there is a physical connection to CO side. When user enables one FXS port, status LED of this port will be green and Skype account for this port will work. However, SkyGW4 will set this port as busy status if this port is disabled even Skype account is set.



FXS: Foreign Exchange Station which can connect with analog telephone or PBX PSTN card.

FXO: Foreign Exchange Office which can connect with landline(PSTN) or PBX extension card.

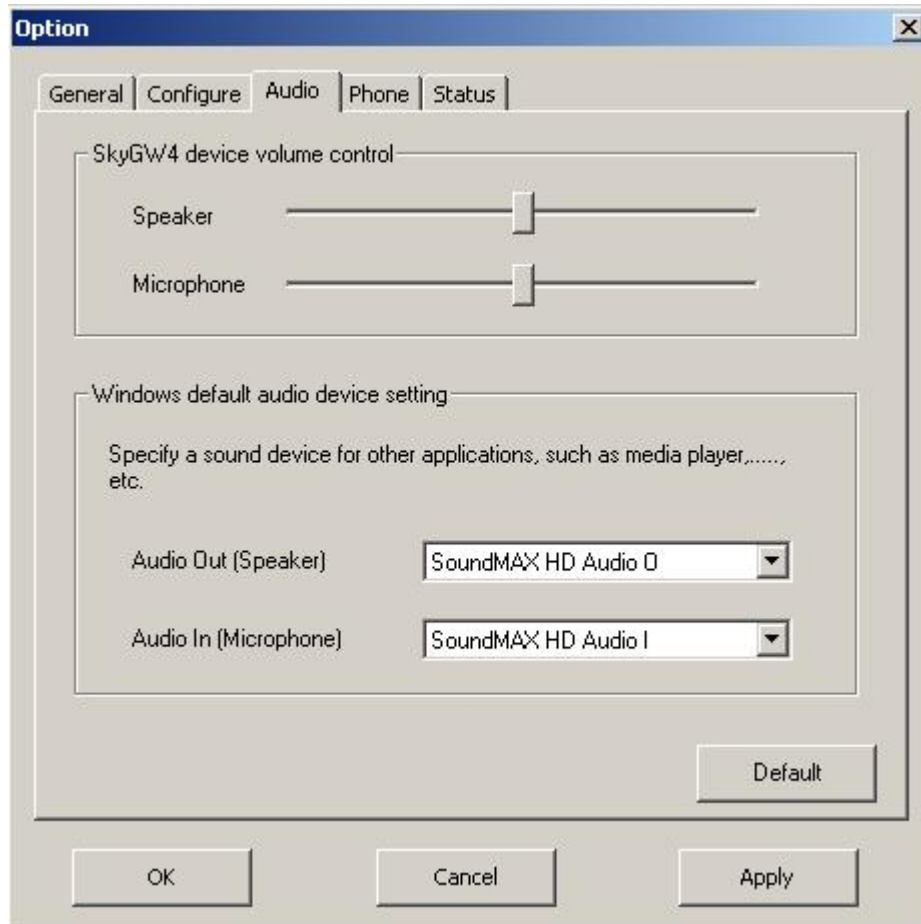
User can enable or disable FXO1~ FXO4 and FXS1~to FXS4 ports separately.

**【Notice】** It is strongly recommended that user enables all FXS/FXO ports for first time setup. If user doesn't enable FXO for one port, SkyGW4 can't detect whether there is a landline connected or not even there is a real physical connection. If user doesn't enable FXS for one port, SkyGW4 will disable the corresponding Skype account for that port.



## 2.3 Audio Setting Page

In Audio setting page, user can change audio settings including SkyGW4 device volume control and Windows default audio device setting.



**SkyGW4 device volume control:** User can individually adjust the speaker and the microphone volume of SkyGW4. Once the change is made, the same change will be applied for four ports. To adjust the audio wave input/output volume, drag the Microphone/speaker volume scroll bar.

**【Note】** If user attempts to change SkyGW4 volume from Sounds and Audio Devices in control panel, SkyGW4 program will adjust the volume to its default value. If user attempts to change SkyGW4's microphone volume from Sounds and Audio Devices in control panel and the volume exceeds SkyGW4's default value, SkyGW4 will adjust the volume to its maximum value.

**Windows default audio device setting:** User can select an audio device for other Windows application including audio in and audio out device. Some USB audio

devices might change Windows default audio device. With this GUI, user can easily change Windows default audio device for different applications. This setting will synchronize with system's audio setting.

## 2.4 Phone Setting Page

This page provides the related configurations about phone settings, such as Ring signal frequency selection and International busy tone setting which includes Country selection and User's busy tone parameter setting as below.

The screenshot shows a Windows-style dialog box titled "Option". It has five tabs: "General", "Configure", "Audio", "Phone" (which is selected), and "Status". The "Phone" tab contains the following settings:

- Ring signal frequency selection :** A dropdown menu showing "25" and "Hz".
- International busy tone setting:** A radio button that is selected.
- Country selection:** A dropdown menu showing "United Kingdom".
- User's busy tone parameter setting:** A radio button that is not selected.

Below the "User's busy tone parameter setting" radio button is a sub-section titled "Busy tone parameter" containing two sets of controls:

Parameter	Value	Unit
Frequency 1	400	Hz
On Period	400	ms
Off Period	400	ms
Frequency 2	400	Hz
On Period	400	ms
Off Period	400	ms

At the bottom right of the settings area is a "Default" button. At the very bottom of the dialog box are three buttons: "OK", "Cancel", and "Apply".

1. **Ring signal frequency selection:** Here supports four types of ring signal frequency, 20Hz, 25Hz, 30Hz & 50 Hz. User can choose a proper ring signal frequency according to the ring frequency of the phone user adopts. Usually the ring signal frequency adopted in the U.S.A. is 20Hz. The ring signal frequency in Europe is 25Hz. The ring signal frequency adopted by the major countries in the world ranges from 20 to 50Hz. The default setting is 25Hz.
2. **International Busy Tone Setting:** User can choose the living country from

country selection list to get the familiar busy tone. When user can't find the living country from the list, user can configure the busy tone parameters themselves if they know the appropriate setting, and then click "**OK**".

By selecting a country, the device will activate the specific busy tone frequency and cycle adopted by local Public Switched Telephone Networks in that country. Sometimes, the connecting PBX doesn't have the exact busy tone parameter as defined in user's country. For this case, user might encounter busy tone detection and unfamiliar busy tone problems even selecting user's country. User can configure the busy tone parameters themselves if they know the appropriate setting. Enable user's busy tone parameter setting option as below figure and fill in appropriate parameters, and then click "**OK**". The parameter will be saved and active.

The default international busy tone country setting is decided by the "**Select Setup Language**" selection when SkyGW4 is installed. For example, when user selects English, the default country will be United Kingdom. SkyGW4 supports busy tone for 23 countries now.

## 2.5 Status Setting Page

This page shows all status of 4 ports in order to let administrator manage effectively. SkyGW4 will send the line status (H/W & S/W status, Skype status, Connect status and SkypeOut credit) to administrator as below.

	Status	In Use	Detailed
<input checked="" type="checkbox"/> Line1	●	●	Line 1 : SkyGW4 status : HW Ready Skype status : Ready Connect status : Free SkypeOut status : 2.82 EUR
<input checked="" type="checkbox"/> Line2	●	●	
<input checked="" type="checkbox"/> Line3	●	●	
<input checked="" type="checkbox"/> Line4	●	●	

Send alert to Administrator

Skype Account (Chat)

Phone number ( SMS )

☒ Send SkypeOut credit expiration message

SkypeOut credit threshold  EUR

☒ Report line status via Skype chat

☒ Auto-send  hr

OK Cancel Apply

### Status

Green: Skype Online

Red: Skype Offline, Do Not Disturb or using Skype phone call

### In Use

Red indicates a Skype call or PSTN call is undergoing.

Green indicates this line is ready for use.

### Detailed information

Administrator can view status per port. If administrator checks box of "Line1", there will show Line1 detailed status. User can check all boxes to know four ports status.

Detailed information includes:

1. SkyGW4 status: HW Ready or HW Fail.
2. Skype status: Ready, Log out, DND, Can not login or Off line.
3. Connect status: Free, Busy, Incoming PSTN Call, Incoming Skype call, Outgoing Skype call, or Outgoing SkypeOut call.
4. SkypeOut status: No SkypeOut authority, SkypeOut credit expired or how much credit does the line have.

### **Send alert to Administrator**

**SkyGW4 can send message to administrator via Skype chat or SMS (Short Message Service) to inform some critical events.**

**Skype Account (chat) :** Input Skype account which SkyGW4 sends alert message.

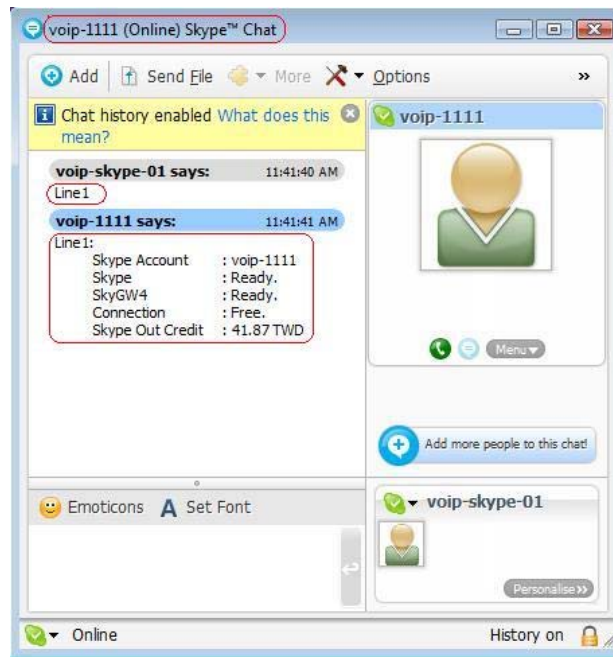
**Phone number (SMS) :** When SkypeOut credit expires or landline is not properly, SkyGW4 will send SMS message to these phone numbers.

**SkypeOut credit :** After checking the box of “Send SkypeOut credit expiration message”, user can set SkypeOut credit threshold for sending warning message.

**Report line status via Skype chat :** After checking the box, SkyGW4 will send line status to administrator’s Skype account based on administrator’s command. For example, administrator sends command “Line1” to SkyGW4 and SkyGW4 will reply line1 detailed status.

**Auto-send :** After checking the box, SkyGW4 will automatically send four line’s detailed status to administrator by a time period setting. The default setting is 24 hours.

**【Example】** 1. After administrator used voip-skype-01 Skype account to send a command “Line1” to voip-1111 Skype account in SkyGW4, SkyGW4 will report line1 detailed status to administrator as below.



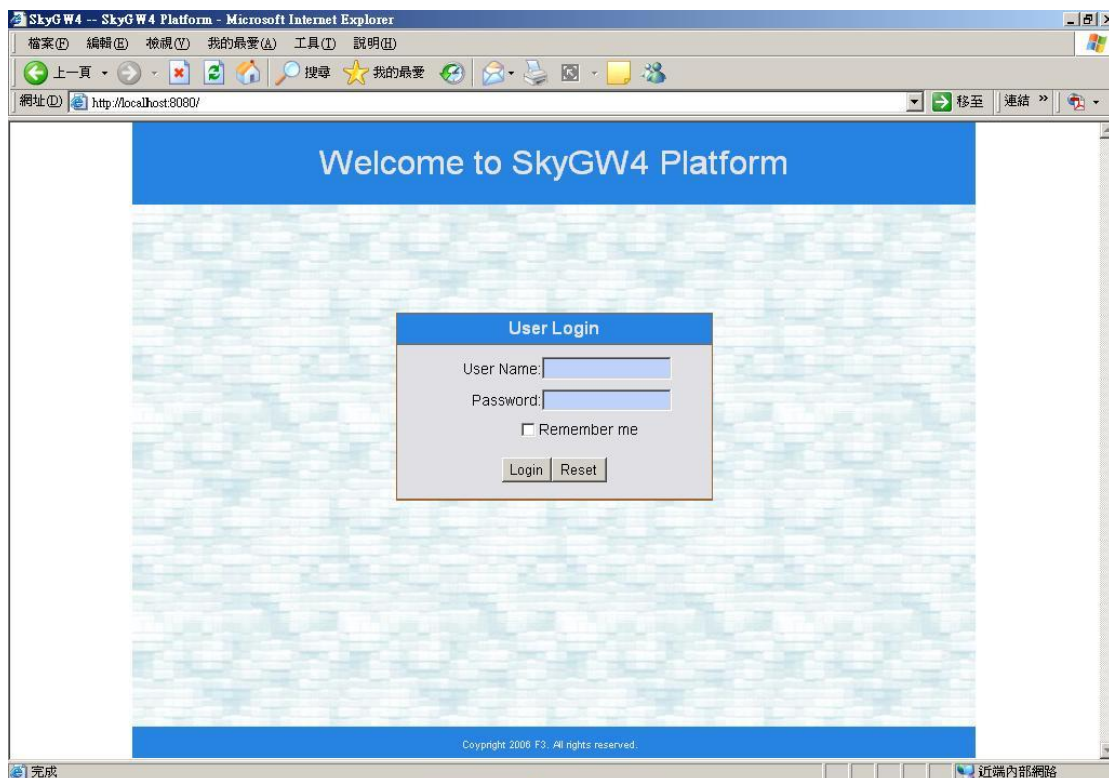
2. After administrator used voip-skype-01 Skype account to send a command “Line All” to voip-1111 Skype account in SkyGW4, SkyGW4 will report all lines detailed status to administrator as below.



## 3. SkyGW4 Administrator Web Management

### 3.1 Administrator Login

Open internet browser and type <http://localhost:8080> or SkyGW4 Server PC 's IP (like <http://192.168.33.197:8080>) in the address bar. This will open SkyGW4 user login page. Type user name and password to login. The default value for both “**User Name**” and “**Password**” are “**admin**”. If administrator doesn't want to type User name and Password everytime when user enters the welcome page, please check the box of “**Remember me**”.



【Note】 Administrator can modify User name and Password from Profile tab and click **Save** button. Please refer to 8.2.1 for details.



## 3.2 Administrator Web Page

In this page, administrator can have below options.

- **Users:** Add, delete, or modify user account.
- **Phonebook:** Add, delete, or modify public phonebook.
- **Call Log:** View users' call log.
- **Tool:** Import or export phonebook and call log.
- **Profile:** Modify administrator's information.
- **Logout:** Administrator logs out.

Welcome to SkyGW4 Platform

Users Phonebook Call Log Tool Profile Logout

Welcome Admin 3/12/2007

### User List

☐ All Show 10 page Add User Delete User Pages: 1/0 Goto Page:

User Name	User ID	User Type	Contact	Comment
-----------	---------	-----------	---------	---------

Total: 0 Pages: 1/0 Goto Page:

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### 3.2.1 View & Modify Administrator's Information

Click **Profile** at the top panel, administrator can view administrator's information.

The screenshot shows the 'Profile' page of the SkyGW4 Platform. The header includes a blue bar with 'Welcome to SkyGW4 Platform' and a 'Logout' link. Below this is a navigation bar with tabs: 'Users', 'Phonebook', 'Call Log', 'Tool', and 'Profile' (which is selected). The right side of the header shows 'Welcome Admin' and the date '3/12/2007'. The main content area is titled 'Profile' and contains a form for editing user information. The form fields are: '\*User Name' (text box with 'admin'), '\*UserID' (text box with '0'), '\*Password' (password box with dots), '\*Confirm Password' (password box with dots), 'User Type' (dropdown menu showing 'Administrator'), and 'Comments' (text box with 'admin'). A 'Save' button is located at the bottom of the form. The footer of the page says 'Copyright 2006. All rights reserved.'

User

can modify User name and Password from **Profile** and click **Save** button.

## 3.2.2 Administrator Logout

Click **Logout** button at the right top corner of the screen to logout.

The screenshot displays the SkyGW4 Platform Administrator interface. At the top, a blue banner reads "Welcome to SkyGW4 Platform". Below this is a navigation bar with tabs: "Users" (selected), "Phonebook", "Call Log", "Tool", and "Profile". On the right side of the navigation bar, it says "Welcome Admin" and "3/12/2007". A red circle highlights a "Logout" button in the top right corner. The main content area is titled "User List". Below the title, there are controls: a checkbox for "All", a "Show 10" dropdown menu, and a "page" label. There are also buttons for "Add User" and "Delete User", and a "Pages: 1/0" indicator. A "Goto Page:" dropdown menu is also present. Below these controls is a table with the following headers: "User Name", "User ID", "User Type", "Contact", and "Comment". The table is currently empty. At the bottom of the page, there is a footer area with "Total: 0", "Pages: 1/0", and a "Goto Page:" dropdown menu. The footer also contains the text "Copyright 2006 All rights reserved."

Welcome to SkyGW4 Platform

Logout

Users Phonebook Call Log Tool Profile Welcome Admin 3/12/2007

User List

☐ All Show 10 page Add User Delete User Pages: 1/0 Goto Page:

User Name	User ID	User Type	Contact	Comment
-----------	---------	-----------	---------	---------

Total: 0 Pages: 1/0 Goto Page:

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## 3.3 User Account Management

Click **Users** at the top panel, administrator can view the list of all users.

Welcome to SkyGW4 Platform

[Logout] Welcome Admin 3/12/2007

Users Phonebook Call Log Tool Profile

### User List

☒ All Show 10 page Add User Delete User Pages: 1/1 Goto Page: 1

	User Name	User ID	User Type	Contact	Comment
<input checked="" type="checkbox"/> 1	Judy	101	Normal User	0	
<input checked="" type="checkbox"/> 2	Alice	102	Normal User	0	

Total: 2 Pages: 1/1 Goto Page: 1

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- **All:** Check **All** box to select all users.
- **Show 10/20/50 Page:** Show 10, 20, or 50 users in one page.
- **User Type:** There are two kinds of users **Normal User** and **Administrator**.

Administrator can sort the list by clicking “**User Name**” or “**User ID**” tab.

### 3.3.1 Add User

Click **Users** at the top panel and then click the **Add User** button to add an user.

User must log in as an administrator to add user accounts. The required information includes **User Name**, **User ID** and **Password**. Every user can use his/her **User Name** to login to manage his/her own private phonebook. Every user is assigned an unique **User ID**. When necessary changes are done, click **Save** button to save the configuration, or click **Save&Next** button to save the current entry and continue to add a new user.

The screenshot shows the 'Add User' form within the SkyGW4 Platform interface. The top navigation bar includes 'Users', 'Phonebook', 'Call Log', 'Tool', and 'Profile'. The user is logged in as 'Admin' on 3/12/2007. The form fields are as follows:

*User Name	Judy	(a~z,A~Z,0~9,-,_,.)
*UserID	101	(0~9)
*Password	●●●	
*Confirm Password	●●●	
*User Tpye	Normal User	
Comments		

At the bottom of the form are four buttons: 'Save', 'Save & Next', 'Reset', and 'Cancel'. The footer of the page states 'Copyright 2006 All rights reserved.'

\* Fields marked with an asterisk are required information.



### 3.3.2 View & Modify User's Information

Click **Users** at the top panel, administrator can view the list of all users.

Welcome to SkyGW4 Platform

[Logout] Welcome Admin 3/12/2007

**Users** Phonebook Call Log Tool Profile

### User List

☐ All Show 10 page Add User Delete User Pages: 1/1 Goto Page: 1

	User Name ▲	User ID	User Type	Contact	Comment
<input type="checkbox"/> 1	Judy	101	Normal User	0	
<input type="checkbox"/> 2	Alice	102	Normal User	0	

Total: 2 Pages: 1/1 Goto Page: 1

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Administrator can click user's name to modify password and comments. When the modification is completed, click **Save** button to save the changes.

Welcome to SkyGW4 Platform

[Logout] Welcome Admin 3/12/2007

**Users** Phonebook Call Log Tool Profile

### User Information

\*User Name Judy

\*UserID 101

\*Password [Redacted]

\*Confirm Password [Redacted]

\*User Type Normal User

Comments [Redacted]

Next>>

Save Delete User Phone Book Back

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【Note】 After viewing the detailed information, administrator can decide to delete the user by clicking **Delete User** button. Or administrator can view the user's personal phone book by clicking **Phone Book** button.

### 3.3.3 Delete User

Click **Users** at the top panel and then check the box of the user whom administrator wants to delete. Click **Delete User** button to delete the user.

Welcome to SkyGW4 Platform

[Logout] Welcome Admin 3/12/2007

Users Phonebook Call Log Tool Profile

### User List

☐ All Show 10 page Add User Delete User Pages: 1/1 Goto Page: 1

	User Name ▲	User ID	User Type	Contact	Comment
<input type="checkbox"/> 1	Judy	101	Normal User	0	
<input checked="" type="checkbox"/> 2	Alice	102	Normal User	0	

Total: 2 Pages: 1/1 Goto Page: 1

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## 3.4 Public Phonebook Management

Click **Phonebook** at the top panel to view public contacts list.



- **Add Contact** : Add new public contacts
- **Del Contact** : Delete public contacts
- **Speed-Dial(#0)** : Contact's Skype speed-dial number
- **SkypeOut1(#1)** : User's phone number 1 via SkypeOut.
- **SkypeOut2(#2)** : User's phone number 2 via SkypeOut.
- **PSTN1(#3)** : User's phone number 3 via PSTN.
- **PSTN2(#4)** : User's phone number 4 via PSTN.
- **Group** : There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. With appropriate group setting, user can find specific contact through Group searching.

Administrator can sort the list by clicking the tab for Skype Account, Nickname, Speed-Dial(#0), SkypeOut1(#1), SkypeOut2(#2), PSTN1(#3), PSTN2(#4) or Group.

### 3.4.1 Add Public Phonebook Contacts

Click **Phonebook** at the top panel, and then click the **Add Contact** button to add a contact.

The screenshot shows the 'Public Contact' management interface in the SkyGW4 Platform. At the top, a blue banner reads 'Welcome to SkyGW4 Platform'. Below it is a navigation bar with tabs: 'Users', 'Phonebook' (highlighted with a red box), 'Call Log', 'Tool', and 'Profile'. On the right of the navigation bar, it says 'Welcome Admin' and '3/12/2007' with a '[Logout]' link. The main heading is 'Public Contact'. Below this, there are controls: a checkbox for 'All', a 'Show 10' dropdown, and a 'page' label. To the right are 'Add Contact' (highlighted with a red box) and 'Del Contact' buttons. Further right are 'Pages: 1/0' and a 'Goto Page:' dropdown. Below these controls is a table with the following headers: 'Skype Account ▲', 'Nickname', 'Speed-Dial(#0)', 'SkypeOut1(#1)', 'SkypeOut2(#2)', 'PSTN1(#3)', 'PSTN2(#4)', and 'Group'. The table body is empty. At the bottom of the interface, it shows 'Total: 0', 'Pages: 1/0', and 'Goto Page:' dropdown. A footer bar at the very bottom states 'Copyright 2006 All rights reserved.'

User needs to log in as an administrator to add public contacts. The required information includes **Skype account**, **Skype Speed-Dial** and **Group**. When the changes are done, click **Save** button to save the configuration, or click **Save&Next** button to save the current entry and continue to add a new contact.



## Welcome to SkyGW4 Platform

[Users](#)
[Phonebook](#)
[Call Log](#)
[Tool](#)
[Profile](#)

[\[Logout\]](#)  
**Welcome Admin**  
3/12/2007

### Add Contact

\*Skype Account

Nickname

\*Speed Dial

SkypeOut 1

SkypeOut 2

PSTN 1

PSTN 2

Delay Time

E-mail

\*Group

(Skype account or SkypeOut number)  
  
 (0~9 only)  
 (0~9,+,\* only)  
 (0~9,+,\* only)  
 (0~9,\* only)  
 (0~9,\* only)  
 second (Delay time for each \*)  
  

Colleague  
Customer  
Family  
Friend  
Schoolmate  
Others

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1. Maximum 32 characters for Skype account.
2. Maximum 20 characters for Nickname, Speed Dial, SkypeOut 1, SkypeOut 2, PSTN 1 or PSTN 2.
3. Delay time for each "\*"key: Sometimes user needs to add delay time for regular phone number. For Example, phone number is 0\*123456789 and delay time for each "\*"key is 2 seconds. When SkyGW4 dials above phone number, it will get PSTN dial tone by dial "0" first, then add 2 seconds delay before dialing the destination phone number. There are options 1~9 seconds for each "\*".
4. Maximum 50 characters for E-mail address.
5. Group: There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. With appropriate group setting, user can find specific contact through Group searching.

## 3.4.2 View & Modify Public Phonebook

Click **Phonebook** at the top panel to manage public phonebook.

Welcome to SkyGW4 Platform

Users **Phonebook** Call Log Tool Profile Welcome Admin 3/12/2007

### Public Contact

☐ All Show 10 page Add Contact Del Contact Pages: 1/1 Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input type="checkbox"/> 1	lojuichen	Apple	117	0088635123456	00886910123456	9*035123456	9*0910123456	Colleague

[Click for detail information](#)

Total: 1 Pages: 1/1 Goto Page: 1

Copyright 2006 All rights reserved.

If administrator wants to modify contact's information, click user's Skype account. Any information can be modified except Skype Account. When the modification is completed, click **Save** button to save the changes.

Welcome to SkyGW4 Platform

Users **Phonebook** Call Log Tool Profile Welcome Admin 3/12/2007

### Contact Information

\*Skype Account lojuichen (Skype account or SkypeOut number)

Nickname Apple

\*Speed Dial 117 (number 0~9 only)

SkypeOut 1 0088635123456 (0~9,+,\* only)

SkypeOut 2 00886910123456 (0~9,+,\* only)

PSTN 1 9\*035123456 (0~9,\* only)

PSTN 2 9\*0910123456 (0~9,\* only)

Delay Time 2 second (Delay time for each \*)

E-mail (eg: username@yahoo.com)

\*Group Colleague

Save Delete Contact Cancel

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**【Note】** At contact information page, administrator can click **Delete Contact** button to delete the contact.

### 3.4.3 Delete Public Phonebook Contacts

Click **Phonebook** at the top panel and click the check box before the user. Then click **Del Contact** button to delete the user if administrator wants to delete this user.

Welcome to SkyGW4 Platform

Users **Phonebook** Call Log Tool Profile [Logout] Welcome Admin 3/12/2007

### Public Contact

☐ All Show 10 page Add Contact **Del Contact** Pages: 1/1 Goto Page: 1

	Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input checked="" type="checkbox"/> 1	lojuichen	Apple	117	0088635123456	00886910123456	9*035123456	9*0910123456	Others

Total: 1 Pages: 1/1 Goto Page: 1

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## 3.5 Call Log

Click **Call Log** at the top panel to view detailed call record list of all users.

Welcome to SkyGW4 Platform

[Logout] Welcome Admin 3/12/2007

Users Phonebook **Call Log** Tool Profile

### Call Logs

From Mar / 01 / 2007 to Mar / 12 / 2007 Retrieve

Show 10 page Pages: 1/1 Goto Page: 1

	Date	User ID	Contact	Direction	Type	Duration	Cost
1	2007-03-12 16:54:08		judy.lo.	incoming	skypecall	00:00:07	
2	2007-03-12 16:27:15	0	lojuichen	outgoing	skypecall	00:13:10	
3	2007-03-12 16:26:45	102	xxxxxxtest	outgoing	skypecall	00:10:47	
4	2007-03-12 16:16:43	101	+886800024365	outgoing	skypeout	00:00:31	EUR
5	2007-03-12 16:03:15	101	blue.color	outgoing	skypecall	00:02:26	
6	2007-03-12 16:01:06	101	echo123	outgoing	skypecall	00:00:47	

Total: 6 Pages: 1/1 Goto Page: 1

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- **Retrieve:** Get call logs in a period
- **Direction:** Incoming call or outgoing call.
- **Type:** Skype, SkypeOut



## 3.6 Tool

User must log in as an administrator to import or export data and back up call logs with SkyGW4. Then click **Tool** at the top panel.

The screenshot shows the 'Welcome to SkyGW4 Platform' interface. The top navigation bar includes 'Users', 'Phonebook', 'Call Log', 'Tool' (highlighted), and 'Profile'. The user is logged in as 'Admin' on '3/12/2007'. The main section is titled 'Import / Export Contact File'. It contains three sections: 1. 'Export Data to an Excel File:' with checkboxes for 'All Users' Information', 'Public Contacts', and 'Private Contacts', a dropdown menu set to 'All', and an 'Export' button. 2. 'Import Data from an Excel File:' with a text input field, a 'Browse...' button, and an 'Import' button. 3. 'Backup Call log:' with date pickers for 'From' (Mar / 01 / 2007) and 'to' (Mar / 12 / 2007), and a 'Backup' button. A copyright notice 'Copyright 2006 All rights reserved.' is at the bottom.

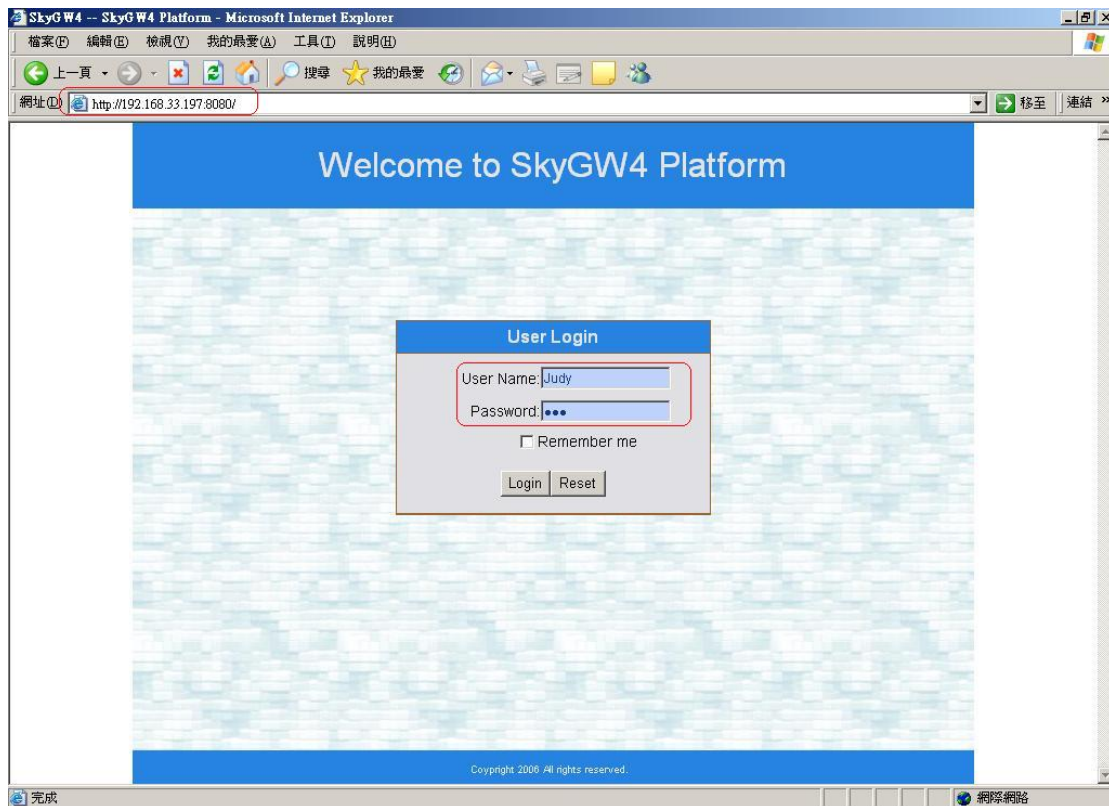
**Export Data to an Excel File** : Only supports Excel format. Administrator can use this function to export data to an excel file for easier modification and then use Import Data from an Excel File function to upload to SkyGW4 for use. Check the boxes of **All Users' Information**, **Public Contacts**, or **Private Contacts** which administrator needs and then click **Export** button to export data to a file.

**Import Data from an Excel File** : Only supports Excel format. Administrator can use this function to upload edited user information and contact phone book to SkyGW4. Clicking **Browse** button to choose a file, then click **Import** button to import the file.

**Backup Call log** : Select start and end date, then click **Backup** button to back up the call logs.

## 4. SkyGW4 User Management

After administrator adds the account for one user, the user can use his/her own account to log in SkyGW4 via IE. Open user's IE browser and type in <http://IP:8080> (like <http://192.168.33.197:8080>) in the address bar. This will open the SkyGW4 Welcome page. Please type user name and password to log in. If user doesn't want to type user name and password every time for login, please check the box of **“Remember me”**.



## 4.1 User Setting Page

In this page, user has below options.

- **Phonebook:** Add, delete, or modify private phonebook. View public phonebook.
- **Call Log:** View personal call log.
- **Profile:** Modify user's information.
- **My Skype:** Get user's contact list from Skype for easy private phonebook editing.
- **FAQ:** Frequently asked questions.
- **Logout:** User logs out.
- 

Welcome to SkyGW4 Platform

Phonebook Call Log Profile My Skype FAQ Logout

Welcome Judy 3/12/2007

### Private Contact

[Private Contact] [Public Contact]

For example, to dial private contact: "101" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Add Contact Del Contact Pages: 1/0 Goto Page: 1

Skype Account ▲	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
-----------------	----------	----------------	---------------	---------------	-----------	-----------	-------

Total: 0 Pages: 1/0 Goto Page: 1

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## 4.1.1 View & Modify User's Information

Click **Profile** at the top panel, user can view and manage user's information.

The screenshot displays the 'Profile' page of the SkyGW4 Platform. The page has a blue header with the text 'Welcome to SkyGW4 Platform' and a navigation bar with links: 'Phonebook', 'Call Log', 'Profile' (highlighted), 'My Skype', and 'FAQ'. On the right side of the navigation bar, it says 'Welcome Judy' and '3/12/2007'. Below the navigation bar, the title 'Profile' is centered. The main content area contains a form with the following fields: '\*User Name' with the value 'Judy', '\*UserID' with the value '101', '\*Password' and '\*Confirm Password' fields with masked characters (dots), 'User Type' with the value 'Normal User', and a 'Comments' text area. A 'Save' button is located at the bottom of the form. The footer of the page states 'Copyright 2006 All rights reserved.'

User can modify password and comments data form Profile page. Click **Save** button to save after modification.



## 4.1.2 User Logout

Click **Logout** button at the right-top corner of screen to logout.

The screenshot displays the SkyGW4 Platform interface. At the top, a blue banner reads "Welcome to SkyGW4 Platform". Below this is a navigation bar with links: Phonebook, Call Log, Profile, My Skype, and FAQ. On the right side of the navigation bar, it says "Welcome Judy" and "3/12/2007". A red box highlights the "Logout" button in the top right corner. The main content area is titled "Private Contact". Below the title, there are tabs for "[Private Contact]" and "[Public Contact]". A text box contains the instruction: "For example, to dial private contact: '101' + '\*' + Speed-Dial + '#'. Below this, there are checkboxes for "All" and "Show", a dropdown menu for "10" pages, and buttons for "Add Contact" and "Del Contact". To the right, it says "Pages: 1/0" and "Goto Page: [dropdown]". Below this is a table with columns: Skype Account, Nickname, Speed-Dial(#0), SkypeOut1(#1), SkypeOut2(#2), PSTN1(#3), PSTN2(#4), and Group. The table is currently empty. At the bottom of the page, there is a footer with "Total: 0", "Pages: 1/0", and "Goto Page: [dropdown]". The footer also contains the text "Copyright 2006 All rights reserved."

## 4.2 Private Phonebook Management

Click **Phonebook** at the top panel to view private contacts list.



- **Public Contact** : User can view public contact list.
- **Private Contact** : User can add, delete or edit his/her own contact list in the private phonebook.
- **Add Contact** : Add new private contacts.
- **Del Contact** : Delete private contacts.
- **Speed-Dial(#0)** : Contact's Skype speed-dial number
- **SkypeOut1(#1)** : User's phone number 1 via SkypeOut.
- **SkypeOut2(#2)** : User's phone number 2 via SkypeOut.
- **PSTN1(#3)** : User's phone number 3 via PSTN.
- **PSTN2(#4)** : User's phone number 4 via PSTN.
- **Group** : There are six groups including Colleague, Customer, Family, Friend, Schoolmate and Others.

User can sort the list by clicking the tab of Skype Account, Nickname, Speed-Dial(#0), SkypeOut1(#1), SkypeOut2(#2), PSTN1(#3), PSTN2(#4) or Group.

## 4.2.1 Add Private Contacts

Click **Phonebook** at the top panel and choose **Private Contact**, and then click **Add Contact** button to add contacts.

The screenshot shows the 'Welcome to SkyGW4 Platform' header with a navigation bar containing 'Phonebook', 'Call Log', 'Profile', 'My Skype', and 'FAQ'. The 'Phonebook' tab is selected. Below the header, the 'Private Contact' section is active, with a sub-tab for 'Private Contact' selected over 'Public Contact'. A text box provides an example for dialing a private contact: '101' + '\*' + Speed-Dial + '#'. Below this, there are buttons for 'Add Contact' and 'Del Contact', along with pagination controls showing 'Pages: 1/0' and a 'Goto Page' dropdown. A table with the following headers is visible: 'Skype Account', 'Nickname', 'Speed-Dial(#0)', 'SkypeOut1(#1)', 'SkypeOut2(#2)', 'PSTN1(#3)', 'PSTN2(#4)', and 'Group'. At the bottom, a status bar shows 'Total: 0', 'Pages: 1/0', and 'Goto Page:'. The footer contains the text 'Copyright 2006 All rights reserved.'

User needs to fill in required information like **Skype Account**, **Skype Speed-Dial** and **Group**. When user finishes editing, click **Save** button to save the configuration, or click **Save&Next** button to save the current entry and continue to add a new public contact.

# Welcome to SkyGW4 Platform

[\[Logout\]](#)

[Phonebook](#) | [Call Log](#) | [Profile](#) | [My Skype](#) | [FAQ](#)

**Welcome Judy**  
 3/12/2007

---

## Add Contact

\*Skype Account

Nickname

\*Speed Dial

SkypeOut 1

SkypeOut 2

PSTN 1

PSTN 2

Delay Time

E-mail

\*Group

Others  
 Colleague  
 Customer  
 Family  
**Friend**  
 Schoolmate  
 Others

(Skype account or SkypeOut number)

(0~9 only)

(0~9,+,\* only)

(0~9,+,\* only)

(0~9,\* only)

(0~9,\* only)

second (Delay time for each \*)

(eg: username@yahoo.com)

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1. Maximum 32 characters for Skype account.
2. Maximum 20 characters for Nickname, Speed Dial, SkypeOut 1, SkypeOut 2, PSTN 1 or PSTN 2.
3. Delay time for each "\*"key: Sometimes user needs to add a delay time for a regular landline call. For Example, phone number is 0\*123456789 and the delay time for each "\*"key is 2 seconds. When SkyGW4 dials above phone number, it will get PSTN dial tone by digit "0" first, then add 2 seconds delay before dialing the destination phone number. Each "\*" can stand for 1~9 seconds.
4. Maximum 50 characters for E-mail address.
5. Group: There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. With appropriate group setting, user can find specific contact through Group searching.



## 4.2.2 View & Modify Private Contacts

Click **Phonebook** at top panel, and then click **Private Contact** to view private phonebook.

The screenshot shows the 'Private Contact' page in the SkyGW4 Platform. At the top, there's a blue header with 'Welcome to SkyGW4 Platform' and a navigation bar with 'Phonebook', 'Call Log', 'Profile', 'My Skype', and 'FAQ'. The 'Phonebook' tab is selected. On the right, it says 'Welcome Judy' and '3/12/2007'. Below the header, the title 'Private Contact' is centered. A sub-header '[Private Contact] [Public Contact]' is followed by a note: 'For example, to dial private contact: "101" + " " + Speed-Dial + "#"'. Below this, there are buttons for 'Add Contact' and 'Del Contact', and a 'Pages: 1/1' indicator. A 'Goto Page: 1' dropdown is also present. A table lists contacts with columns: 'Skype Account', 'Nickname', 'Speed-Dial(#0)', 'SkypeOut1(#1)', 'SkypeOut2(#2)', 'PSTN1(#3)', 'PSTN2(#4)', and 'Group'. The first contact is 'blue.color' with nickname 'Blue' and speed-dial '999', categorized as 'Friend'. A 'Click for detail information' link is below the first contact. At the bottom, it shows 'Total: 1', 'Pages: 1/1', and 'Goto Page: 1'. A footer note says 'Copyright 2006 All rights reserved.'

If user wants to modify contact's information, click user's Skype account. Any information can be modified except Skype account. When the modification is completed, click **Save** button to save the changes.

The screenshot shows the 'Contact Information' page in the SkyGW4 Platform. At the top, there's a blue header with 'Welcome to SkyGW4 Platform' and a navigation bar with 'Phonebook', 'Call Log', 'Profile', 'My Skype', and 'FAQ'. The 'Phonebook' tab is selected. On the right, it says 'Welcome Judy' and '3/12/2007'. Below the header, the title 'Contact Information' is centered. The form contains fields for: '\*Skype Account' (blue.color), 'Nickname' (Blue), '\*Speed Dial' (999), 'SkypeOut 1', 'SkypeOut 2', 'PSTN 1', 'PSTN 2', 'Delay Time' (2 second), 'E-mail', and '\*Group' (Friend). Each field has a red border and a help text to its right. At the bottom, there are three buttons: 'Save', 'Delete Contact', and 'Cancel'. A footer note says 'Copyright 2006 All rights reserved.'

## 4.2.3 Delete Private Contacts

Click **Phonebook** at the top panel, and then click **Private Contact** to view private contacts list. Check the boxes before the contacts which user wants to delete and click **Del Contact** button to delete.

Welcome to SkyGW4 Platform

[Logout] Welcome Judy 3/12/2007

Phonebook Call Log Profile My Skype FAQ

### Private Contact

[Private Contact] [Public Contact]  
For example, to dial private contact: "101" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Add Contact Del Contact Pages: 1/1 Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input checked="" type="checkbox"/>	blue.color	Blue	999					Friend

Total: 1 Pages: 1/1 Goto Page: 1

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## 4.2.4 View Public Contacts

Click **Phonebook** at the top panel, and then click **Public Contact** to view public contacts list. Only administrator can modify public contacts information.

Welcome to SkyGW4 Platform

[Logout] Welcome Judy 3/12/2007

Phonebook Call Log Profile My Skype FAQ

### Public Contact

[Private Contact] [Public Contact]  
For example, to dial public contact: "0" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Add Contact Del Contact Pages: 1/1 Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input checked="" type="checkbox"/>	lojuichen	Apple	117	0088635123456	00886910123456	9*035123456	9*0910123456	Colleague

Total: 1 Pages: 1/1 Goto Page: 1

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## 4.3 View User's Call Log

Click **Call Log** at the top panel to view personal call log.

Welcome to SkyGW4 Platform

[Logout] Welcome judy 3/12/2007

Phonebook **Call Log** Profile My Skype FAQ

### Call Logs

From: Mar / 01 / 2007 to: Mar / 12 / 2007

Show 10 page Pages: 1/1 Goto Page: 1

	Date	User ID	Contact	Direction	Type	Duration	Cost
1	2007-03-12 16:16:43	101	+886800024365	outgoing	skypeout	00:00:31	EUR
2	2007-03-12 16:03:15	101	blue.color	outgoing	skypecall	00:02:26	
3	2007-03-12 16:01:06	101	echo123	outgoing	skypecall	00:00:47	

Total: 3 Pages: 1/1 Goto Page: 1

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- **Retrieve:** Get call logs in a period.
- **Direction:** Incoming or Outgoing call.
- **Type:** Skype, SkypeOut.



## 4.4 My Skype

Click **My Skype** at the top panel. Click **Connect Skype** and then **Transfer to Phone Book** tabs to get Skype contacts from Skype and import the contacts to user's private phonebook for editing.

The screenshot shows the 'Welcome to SkyGW4 Platform' header. Below it is a navigation bar with tabs: Phonebook, Call Log, Profile, **My Skype** (highlighted with a red box), and FAQ. On the right of the navigation bar, it says 'Welcome Judy' and '3/12/2007' with a '[Logout]' link. The main content area is titled 'Skype Friends List'. Below the title is a note: 'Note: only support Microsoft Internet Explorer and Skype 3.0 above now.' There is a table with four columns: Status, Full Name, Skype Account, and Speed-Dial. The table is currently empty. At the bottom of the table area, there is a summary bar showing 'Total: 0', two buttons 'Connect Skype' and 'Transfer to Phone Book' (both highlighted with red boxes), and a checkbox labeled 'Only transfer the contacts with Speed-Dial.' which is checked. The footer contains the text 'Copyright 2006 All rights reserved.'

For current software version, only transfer the Skype contacts with Speed-Dial to private phonebook.

## 4.4.1 How to get Skype contacts

Click **My Skype** at the top panel and then follow these steps to get Skype contacts from Skype.

Step 1: Click **Connect Skype** button.



Skype will invoke one warning window **“A web page is attempting to use Skype contact management”**.

Step 2: Select **“Allow this site to use Skype contact management”** or **“Allow this site to use Skype contact management, but ask again in the future”** and then click **OK** button.

Step 3: Click **Connect Skype** button again to get the contacts.

Welcome to SkyGW4 Platform

Phonebook

Call Log

Profile

My Skype

FAQ

Welcome Judy3/12/2007

Skype Friends List

Note: only support Microsoft Internet Explorer and Skype 3.0 above now.

Status	Full Name	Skype Account	Speed-Dial
--------	-----------	---------------	------------

Total: 0

Connect Skype

Transfer to Phone Book

☒ Only transfer the contacts with Speed-Dial.

Copyright 2006 All rights reserved.

Now the Skype contacts are shown as below.

Welcome to SkyGW4 Platform

Phonebook

Call Log

Profile

My Skype

FAQ

Welcome Judy3/12/2007

Skype Friends List

Note: only support Microsoft Internet Explorer and Skype 3.0 above now.

Status	Full Name	Skype Account	Speed-Dial
	voip-2222	voip-2222	<a href="#">Assign</a>
	VOIP01	voip-1111	<a href="#">11</a>
	judy.lo	judy.lo.	<a href="#">88</a>
	Echo / Sound Test Service	echo123	<a href="#">00</a>

Total: 4

Connect Skype

Transfer to Phone Book

☒ Only transfer the contacts with Speed-Dial.

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## 4.4.2 Transfer Skype contacts to Private Phonebook

After getting Skype contacts into Skype Friends list page, please click **Transfer to Phone Book** button to transfer contacts to private phonebook.

Welcome to SkyGW4 Platform

Phonebook Call Log Profile **My Skype** FAQ Welcome Judy 3/12/2007

### Skype Friends List

Note: only support Microsoft Internet Explorer and Skype 3.0 above now.

Status	Full Name	Skype Account	Speed-Dial
	voip-2222	voip-2222	<a href="#">Assign</a>
	VOIP01	voip-1111	11
	judy.lo	judy.lo.	88
	Echo / Sound Test Service	echo123	00

Total: 4   ☒ Only transfer the contacts with Speed-Dial.

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【Note】 Before transferring the contacts, user can click **Assign** to edit speed dial for each user. Speed dial number can be up to 20 digits.

Welcome to SkyGW4 Platform

Phonebook Call Log Profile **My** Skype Friends List

Note: only support Microsoft Internet Explorer and Skype 3.0 above now.

Status	Full Name	Skype Account	Speed-Dial
	voip-2222	voip-2222	<a href="#">Assign</a>

Next window shows how many Skype contacts will be saved in private phonebook, and then click **OK** to save.



After finishing transfer contacts, the screen will show the transferred private contacts and user can have more editing.

## Welcome to SkyGW4 Platform

[Logout]

Phonebook
Call Log
Profile
My Skype
FAQ
Welcome Judy

3/12/2007

### Private Contact

[Private Contact] [Public Contact]

For example, to dial private contact: "101" + "\*" + Speed-Dial + "#"

☐ All Show 10 page
Add Contact Del Contact
Pages: 1/1
Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input type="checkbox"/> 1	00886800024365	Chinatrust	888					Others
<input type="checkbox"/> 2	blue_color	Blue	999					Friend
<input type="checkbox"/> 3	echo123	Echo / Sound Test Se	00					Others
<input type="checkbox"/> 4	judy_lo	judy.lo	88					
<input type="checkbox"/> 5	voip-1111	VOIP01	11					

Total: 5
Pages: 1/1
Goto Page: 1

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## 4.5 FAQ

Click **FAQ** at the top panel to view frequently asked questions.



### **Q 1: How can I use my private phonebook to make a Skype call?**

**A:** Company's PBX needs to set a trunk number( for example 9) for SkyGW4 FXS ports to make Skype calls.

Step 1: Press "9" key from extension phone to search available VoIP line.

Step 2: Find your contact's speed dial number and dial "User ID + \* + Speed Dial + #". SkyGW4 will guide you an example as below. The User ID in the example is user's real ID.

Welcome to SkyGW4 Platform

Phonebook Call Log Profile My Skype FAQ Welcome Judy 3/12/2007

### Private Contact

[Private Contact] [Public Contact]  
For example, to dial private contact: "101" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Add Contact Del Contact Pages: 1/1 Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input type="checkbox"/> 1	00886800024365	Chinatrust	888					Others
<input type="checkbox"/> 2	blue_color	Blue	999					Friend
<input type="checkbox"/> 3	echo123	Echo / Sound Test Se	00					Others
<input type="checkbox"/> 4	judy_lo	judy_lo	88					
<input type="checkbox"/> 5	voip-1111	VOIP01	11					

Total: 5 Pages: 1/1 Goto Page: 1

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## Q 2: How can I use public contact to make a Skype call?

**A:** Company's PBX needs to set a trunk number( for example 9) for SkyGW4 FXS ports to make Skype calls.

Step 1: Press "9" key from extension phone to search available VoIP line.

Step 2: Find your contact's speed dial number and dial "0" + "\*" + Speed Dial + "#". SkyGW4 will guide you an example as below.

Welcome to SkyGW4 Platform

Phonebook Call Log Profile My Skype FAQ Welcome Judy 3/12/2007

### Public Contact

[Private Contact] [Public Contact]  
For example, to dial public contact: "0" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Pages: 1/1 Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input type="checkbox"/> 1	lojuichen	Apple	117	0088635123456	00886910123456	9*035123456	9*0310123456	Colleague

Total: 1 Pages: 1/1 Goto Page: 1

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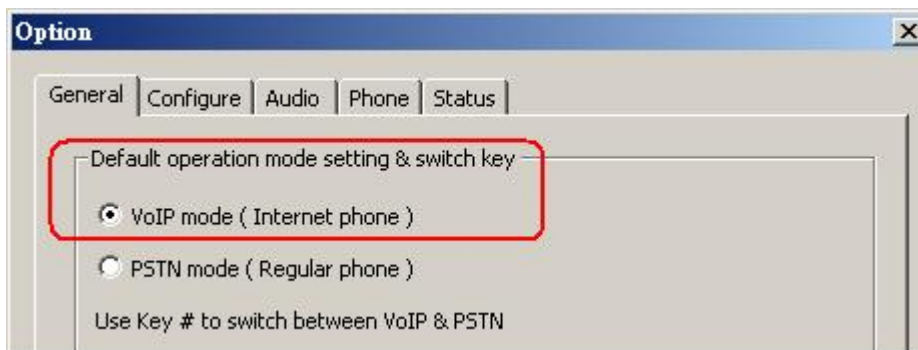
## 5. Using SkyGW4

### 5.1 Make a Skype or PSTN Call

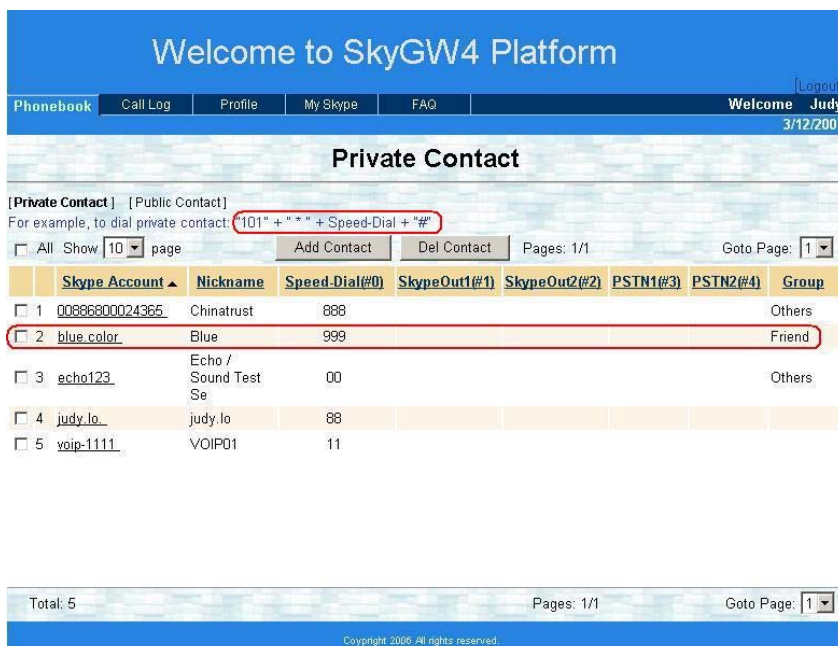
Below is an example to show how to use SkyGW4 to make a call.

【Example】 SkyGW4 setting conditions are

1. SkyGW4 is connected to a PBX.
2. PBX trunk number 0 for PSTN line.
3. PBX trunk number 9 for Skype line.
4. Default operation mode is VoIP mode.



5. User ID is 101.
6. As below Private Contact, the contact's(Blue) Skype Speed-Dial is 999.



7. In Public Contact, the contact's (Apple) Skype Speed-Dial is 117.

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### Public Contact

[Private Contact] [Public Contact]  
For example, to dial public contact: "0" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Pages: 1/1 Goto Page: 1

Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input type="checkbox"/> 1 lojuichen	Apple	117	0088635123456	00886910123456	9*035123456	9*0910123456	Colleague

Total: 1 Pages: 1/1 Goto Page: 1

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## Make a Skype Call

1. Make a Skype call using Private Contact as following steps:

Step 1 : Pick up an extension phone.

Step 2 : Press "9" key from the phone keypad, then user will hear a VoIP dial tone.

Step 3 : Dial "101 \* 999" (Dialing format: User ID + \* + speed-dial number + #) keys from phone keypad to make a Skype call.

2. Make a Skype Call using Public Contact as following steps:

Step 1 : Pick up an extension phone.

Step 2 : Press "9" key from the phone keypad, then user will hear a VoIP dial tone.

Step 3 : Dial "0 \* 117" (Dial format: 0 + \* + speed-dial number) keys from phone keypad to make a Skype call.

## Make a PSTN Call

Make a PSTN call as following steps:

Step 1 : Pick up an extension phone.

Step 2 : Press "9" key from phone keypad, then user will hear a VoIP dial tone.

Step 3 : Press "# " key to switch to PSTN mode, and then user will hear the familiar PSTN dial tone. Make a PSTN call as user did in the past.

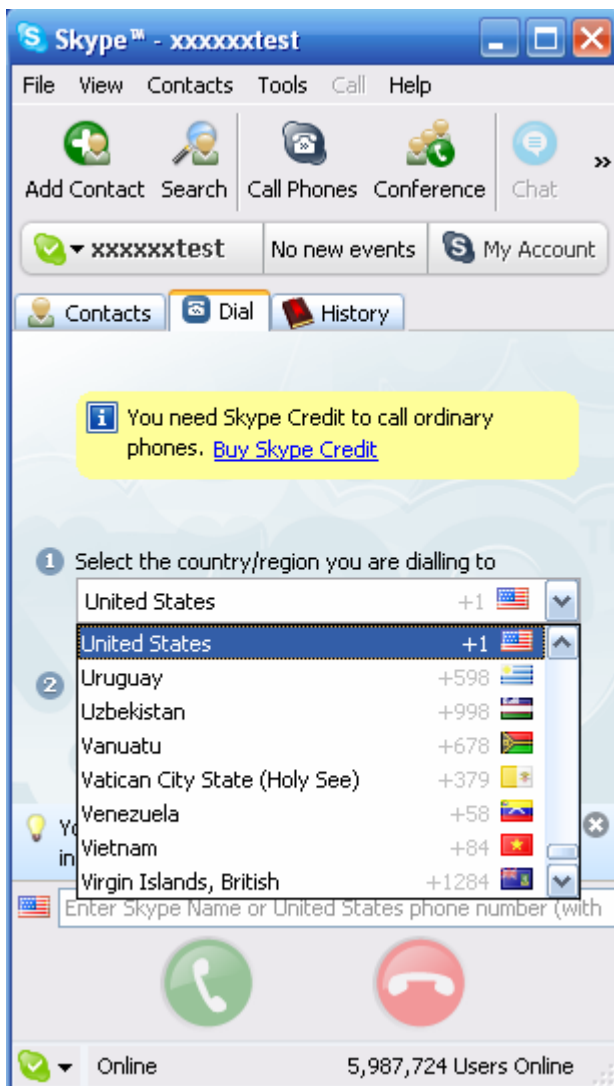
## Make a SkypeOut Call

Step 1 : Pick up an extension phone.

Step 2 : Press "9" key from the phone keypad, then user will hear a VoIP dial tone.

Step 3 : Press a phone number such as **"00-1-408-3456789"** ( 00+ Country Code+ PSTN number/ mobile number).

**【Note】** For Skype version later than version 2.5, user can omit 00 + country code when making a SkypeOut call by selecting a corresponding country after clicking Dial tab as below:



## 5.2 Smart Dialing-Cheese Button

SkyGW4 provides a smart dialing - Cheese Button function. User can edit own

phonebook to add Skype contacts, SkypeOut, and PSTN numbers in below private contact table, then start to enjoy the convenience of smart dialing function whenever there is a bad Skype communication or the contact unavailable. Through smart dialing function, user can quickly switch to a SkypeOut or PSTN call by pressing two keys through phone keypad during a Skype call with a bad communication quality or the contact unavailable.

**It is not necessary and prohibitive to hang up the current Skype call if user wants to use smart dialing function.** After pressing keys " # + (1, 2, 3 or 4)", user can either talk to the contact through SkypeOut or PSTN line. The beauty of this smart call function is that user can continue the phone conversation without the efforts of looking for phone book and then making a call again.

Welcome to SkyGW4 Platform

[Logout] Welcome Judy 3/12/2007

Phonebook Call Log Profile My Skype FAQ

### Private Contact

[Private Contact] [Public Contact]

For example, to dial private contact: "101" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Add Contact Del Contact Pages: 1/1 Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input type="checkbox"/> 1	00886800024365	Chinatrust	888					Others
<input type="checkbox"/> 2	blue_color	Blue	999	001510...	0086987654321	002*151082 45064	0298765432 1	Friend
<input type="checkbox"/> 3	echo123	Echo / Sound Test Se	00					Others
<input type="checkbox"/> 4	judy_lo	judy.lo	88					
<input type="checkbox"/> 5	voip-1111	VOIP01	11					

Total: 5 Pages: 1/1 Goto Page: 1

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If user is a **"Normal User"**, user can only establish personal contacting information in **"Private Contact"**. **"Administrator"** user can edit public contacting information in **"Public Contact"**.

What does Cheese Button work?

- Press **"#1"** : Make a SkypeOut call with SkypeOut1 number.
- Press **"#2"** : Make a SkypeOut call with SkypeOut2 number.
- Press **"#3"** : Make a PSTN call with PSTN1 number.
- Press **"#4"** : Make a PSTN call with PSTN2 number.

- Press **"#0"** : Call contact's Skype account.
- Press **"#"** : Whenever user presses **"#"** key, SkyGW4 will search for next available phone number in this contact table according to the ordering of phone number list to make the call.

For example, user wants to talk with **"apple"** and the possible procedures are as below.

Public Contact

[Private Contact] [Public Contact]

For example, to dial public contact: "0" + "\*" + Speed-Dial + "#"

☐ All Show 10 page Pages: 1/1 Goto Page: 1

	Skype Account	Nickname	Speed-Dial(#0)	SkypeOut1(#1)	SkypeOut2(#2)	PSTN1(#3)	PSTN2(#4)	Group
<input type="checkbox"/> 1	lojuichen	Apple	117	0088635123456	00886910123456	9*035123456	9*0910123456	Colleague

Total: 1 Pages: 1/1 Goto Page: 1

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1. Make a Skype call to **"apple"** by pressing **"0 \* 117 #"** from phone keypad. If Skype's voice quality is not very good or Apple doesn't take the call, user can press **#1** or **#2** keys for a SkypeOut call or **#3** or **#4** keys for a PSTN call.
2. For example, user presses **"#2"** keys for SkypeOut2. SkyGW4 will end the current call and dial 00886910123456 via SkypeOut directly.
3. If user presses **"#3"** keys for PSTN1. SkyGW4 will end the current call and then dial 035123456 via PSTN directly.

In the meanwhile, user also can dial **"0 \* 117 #"** from phone keypad for Apple's Skype call first. If there is Skype voice quality problem or Apple doesn't pick up the call, just press **"#"** key. SkyGW4 will make SkypeOut1 call. Similarly, SkyGW4 will call SkypeOut2 if user presses **"#"** key again. User can press **"#"** in the same

way until finding Apple to talk. User also can press “#0” keys to talk Apple through free PC to PC Skype call to save cost.

**【Note】**

1. If user does not set the Cheese Button contact table, pressing “#1 (2.3.4)” will not have any effect.
2. When user wants to use Cheese Button function, user needs to press key “1, 2, 3, or 4” after “#” key within 3 seconds. Otherwise SkyGW4 will call the next available Cheese button number.



## 6. FAQs

**Q1 : What are the functions of these two DOS programs (SkyGW4 Web Server & Tomcat) which are launched after completing the installation of the SkyGW4 software?**

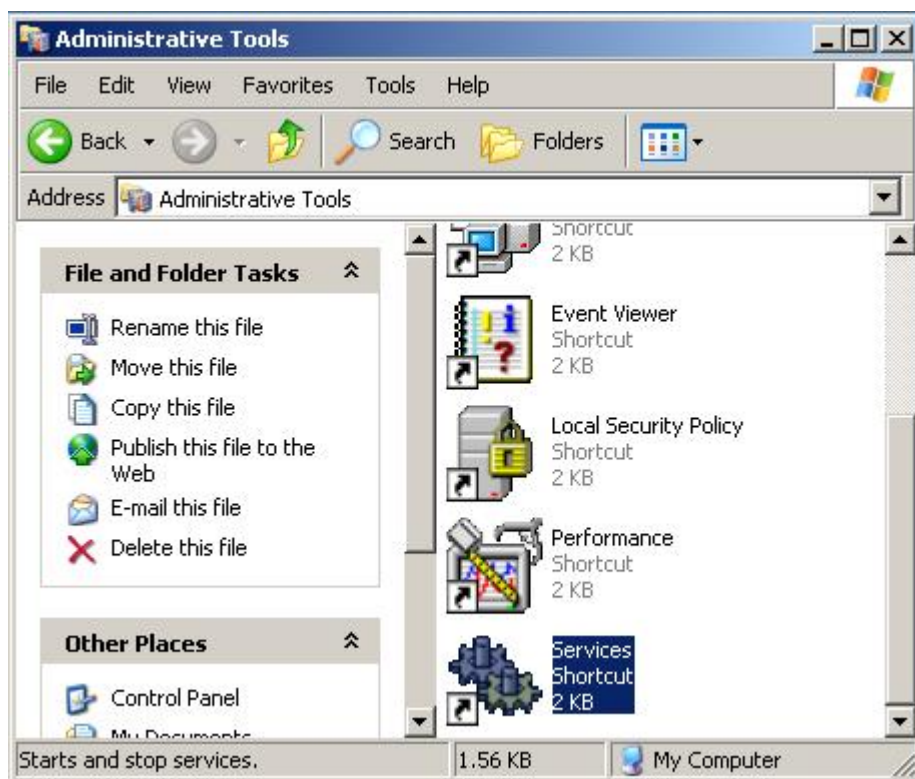
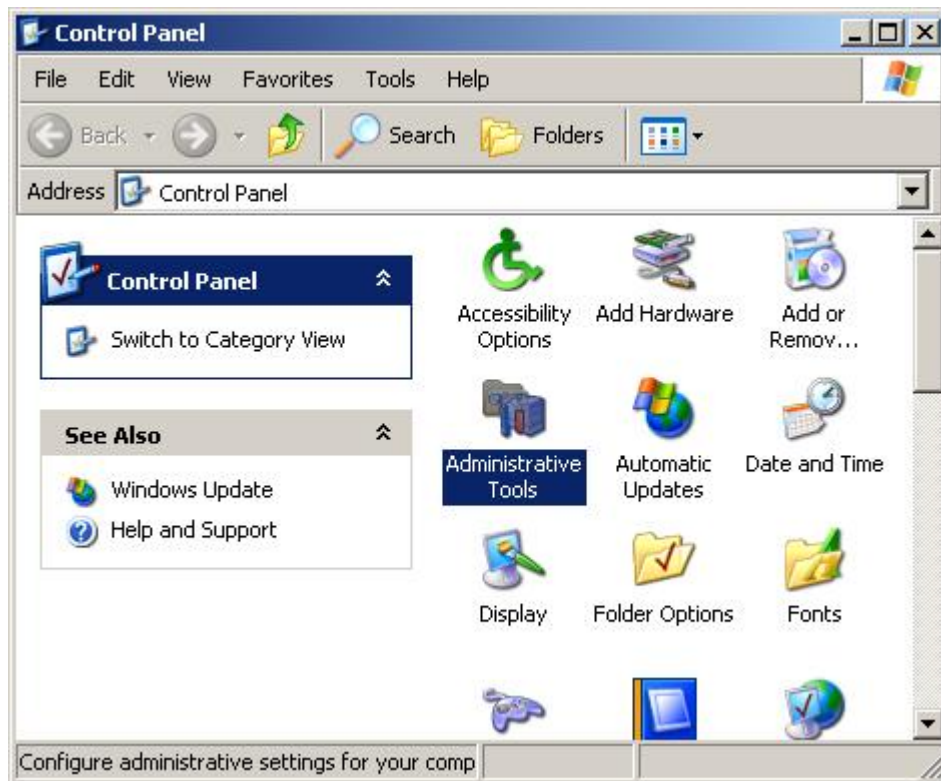
**A:** These two DOS programs are used for Web server management. Please do not close these two DOS programs when SkyGW4 is still under operation.

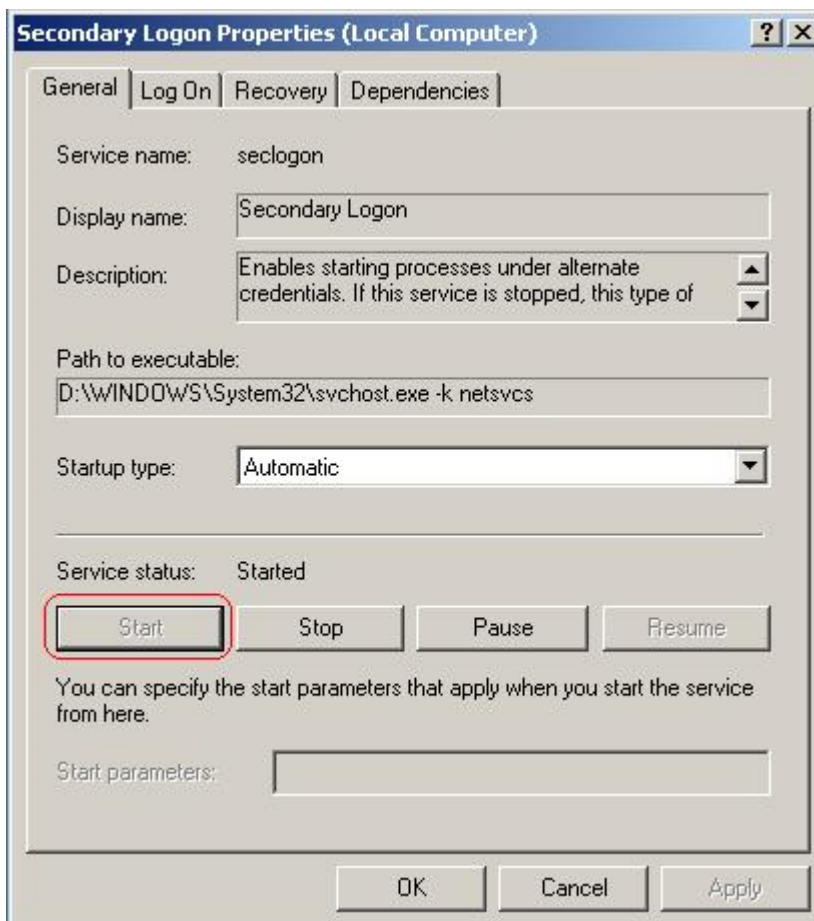
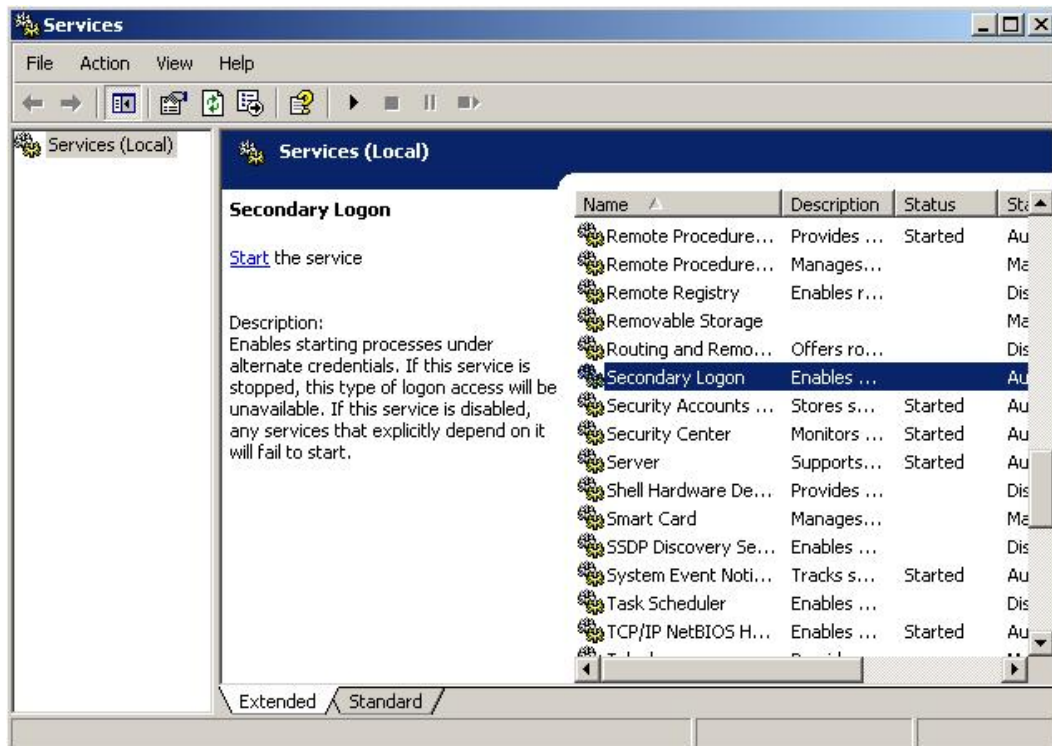
**Q2 : Why does not SkyGW4 launch second Skype AP after completing the installation of SkyGW4 software?**

- A:**
1. Please make sure your SkyGW4 server PC is installed legal Microsoft Windows XP software.
  2. Please start secondary logon service in SkyGW4 server PC as following steps:  
Step 1. Select “**Control Panel**” from Windows start menu.  
Step 2. Select “**Administrative Tools**”.  
Step 3. Select “**Services**”.  
Step 4. Double-click “**Secondary Logon**” for secondary logon properties window and click Start, then OK buttons to enable the service.









**Q 3: Why I still can't use SkyGW4 after the hardware and software are successfully installed?**

**A:** SkyGW4 AP is launched and everything seems OK, but administrator can not use SkyGW4 for Skype calls. For this case, administrator can configure Skype access control in **Privacy Option** as following steps.

Step 1 : Select **Tools** from Skype main window.

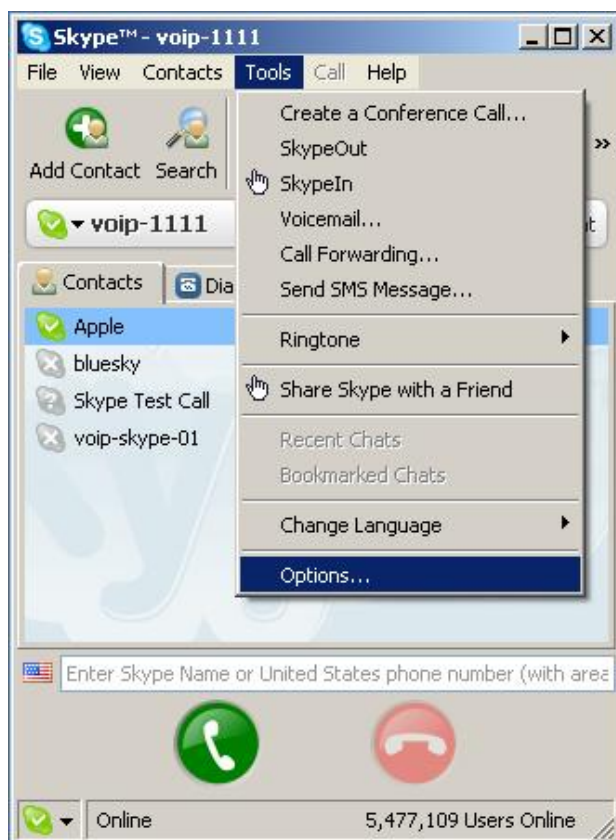
Step 2 : Select **Options**.

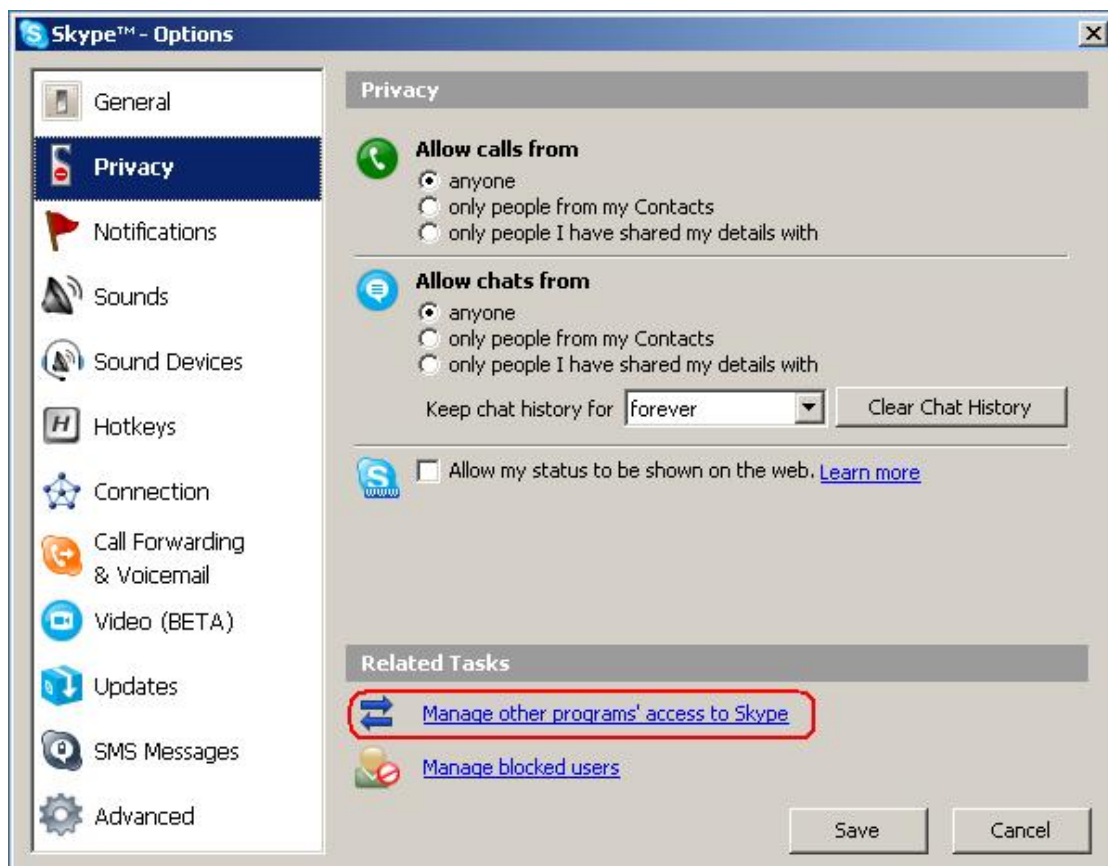
Step 3 : Select **Privacy**.

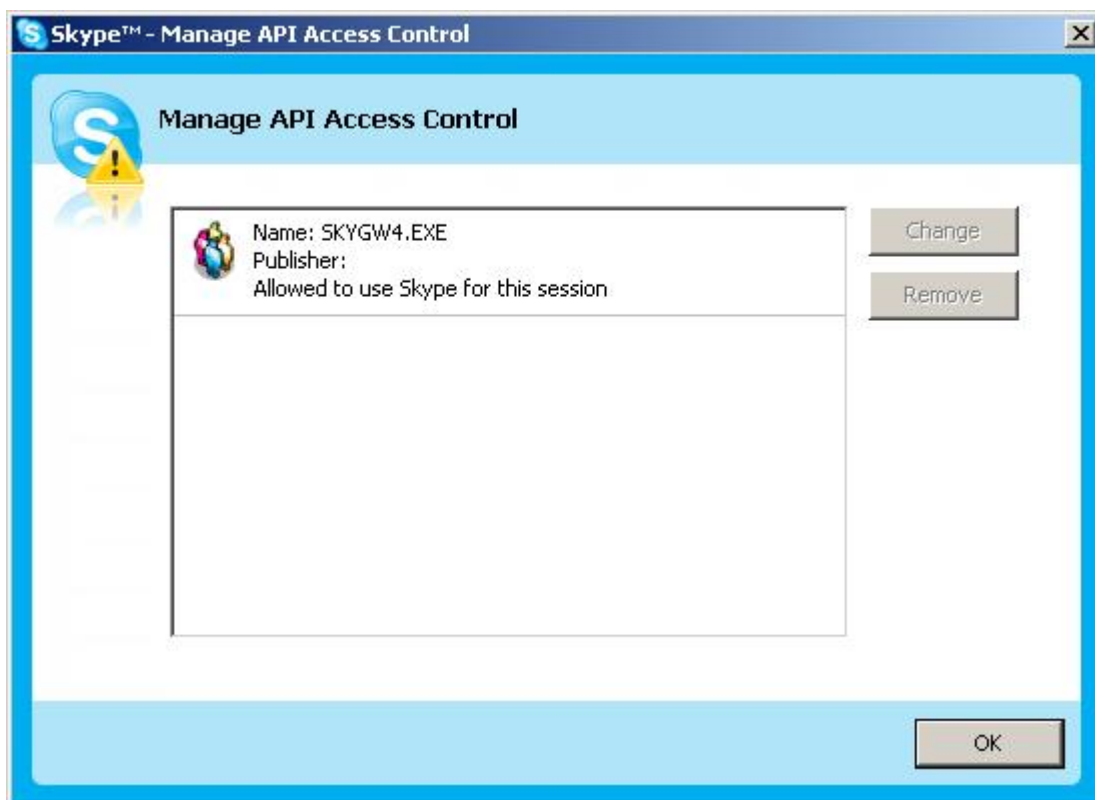
Step 4 : Select **Manage other program's access to Skype**.

Step 5 : A **"Manage API Access Control"** window will pop out.

Step 6 : Select **"SkyGW4.EXE"** tab, then select **Change** or **Remove** to allow SkyGW4 to access Skype. After setting is changed, SkyGW4 will work when PC restarts next time. Administer can select **"Allow this program to use Skype"** in order to prevent the warning information popping out every time.









**Q 4: Why there is no audio out after finishing SkyGW4 hardware and software setup?**

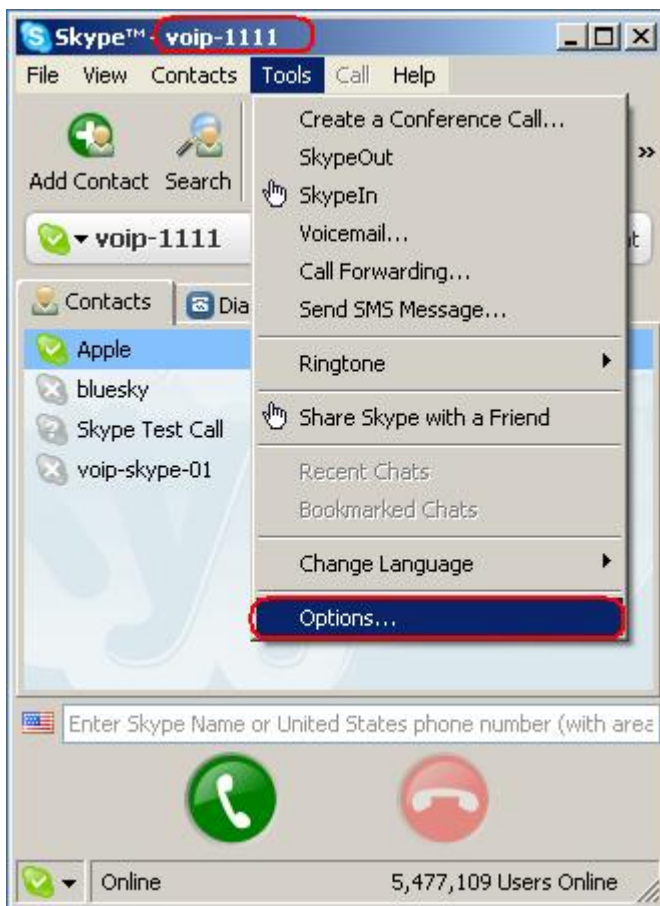
**A:** After SkyGW4 hardware is connected to a server PC successfully, SkyGW4 is recognized as four USB audio devices(USBAudio00 、USBAudio01 、USBAudio02 and USBAudio03) in the server PC. When SkyGW4 software is launched, each USB audio device should correspond with each Skype account's sound device. For example, USBAudio00 corresponds to Skype account voip-1111. Administrator can follow these steps to check.

Step 1 : Select **Tools** from Skype main window.

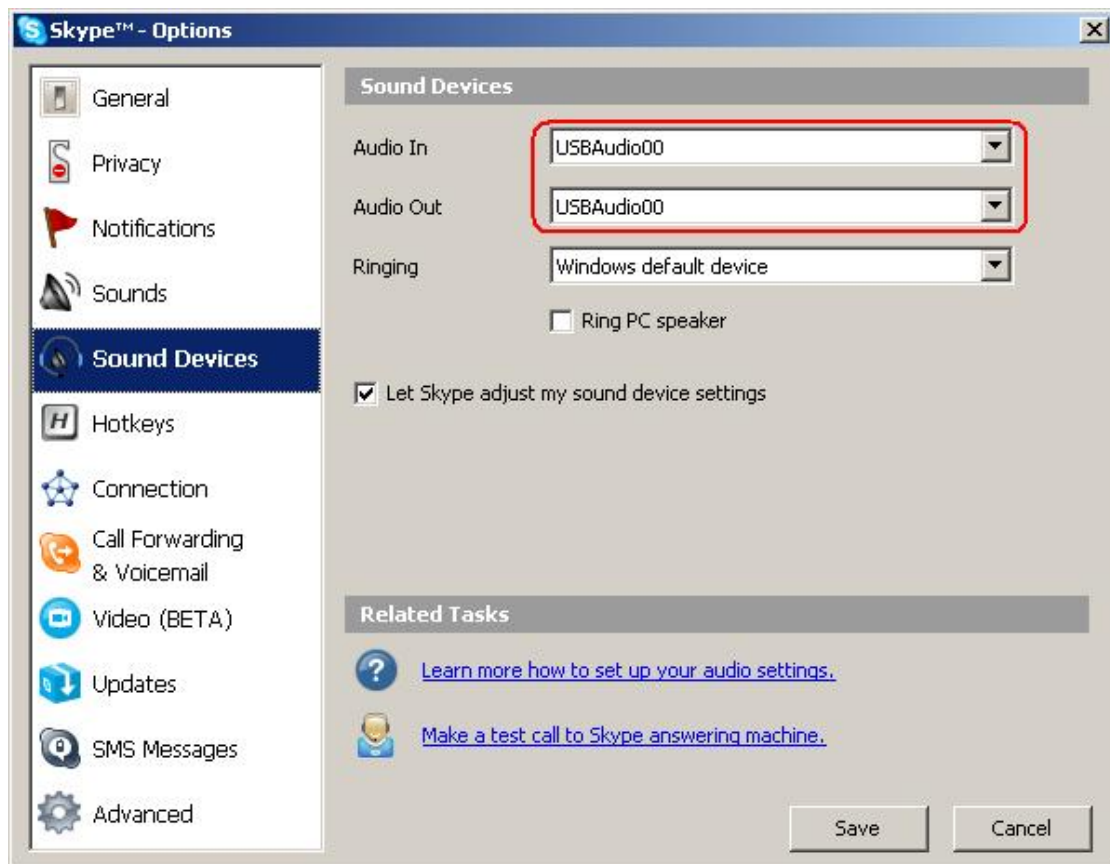
Step 2 : Select **Options**.

Step 3 : Select **Sound Devices**.

Step 4 : Check the column of “**Audio In**” and “**Audio out**” and make sure USBAudio00 is chosen.







# 7. Regulation

## Regulatory Compliance Notices

### Class B Equipment

This equipment has been tested to comply with the limits for a Class B device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by implementing one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio or television technician for help.

### Modifications

The FCC requires the user to note that any changes or modifications made to this device that are not expressly approved may void the users' authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo in the United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause unwanted operation.